

Iowa Department of Human Services



Employee Handbook

October 2006¹

The information in this document is subject to a continuous process of review and improvement. The Department of Human Services reserves the right to make changes to the web version of this document at any time to ensure the information is current and to incorporate improvements.

This Employee Handbook is not a contract and does not guarantee employment or continued employment for any employee. This handbook provides general guidelines only and none of its provisions are binding or contractual in nature. No manager, supervisor or representative has the authority to enter into any agreement guaranteeing employment for any specific period of time or to make any written or oral promises, agreements or commitments contrary to this policy.

If you have any questions concerning this Employee Handbook, please see your supervisor, local Human Resource personnel or contact the DHS Human Resource Bureau at 515-281-7064.





STATE OF IOWA

THOMAS J. VILSACK, GOVERNOR
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
EUGENE I. GESSOW, DIRECTOR

Congratulations and welcome to the Iowa Department of Human Services (DHS). You are joining a remarkable community of talented and competent people. Every day, more than 5,000 staff and volunteers, work together to perform a variety of services for the citizens of Iowa.

Regardless of the position you have accepted or that you currently work in, your unique skills and talents are valued and essential to accomplishing our mission. Each year the DHS serves over 900,000 Iowans. By working together, we can provide vital services to those in need across Iowa.

If you are a new employee, we welcome you to the DHS. If you are a career DHS employee, we thank you for your many contributions.

Eugene I. Gessow, Director²

TABLE OF CONTENTS

Overview of the Department.....	1
Introduction 1	
Mission 1	
Guiding Principles.....	1
Customer Focus.....	1
Excellence	1
Accountability	1
Teamwork.....	2
Core Functions	2
1. Economic Support.....	2
2. Health Care & Support Services	2
3. Child and Adult Protection.....	3
4. Resource Management	4
Table of Organization	6
Definitions.....	8
Websites for shortcut links.....	9
Part A General Information	11
Section A-1. Introduction	11
Section A-2. Code of Conduct.....	12
Section A-3. Registry and Record Checks	12
Section A-4. Promotion	12
Section A-5. Transfer	13
Section A-6. Special Expenses	13
Section A-7. Moving Expenses	13
Section A-8. American Express Card.....	13
Section A-9. DHS Procurement Card.....	13
Section A-10. Food Bank	13
Section A-11. One Gift Charity Campaign	13
Section A-12. Improvement Ideas	14
Section A-13. Capitol Complex Security	14
Section A-14. Emergency Procedures	14
Section A-15. Severe Weather/Emergency Closings	14
Section A-16. Resignation.....	14
Section A-17. Reduction in Force (RIF)	14
Section A-18. Discharge.....	15
Section A-19. At-Will Employment.....	15
Section A-20. Unemployment Compensation	15
Section A-21. Personnel Records	15
Section A-22. Supervisors	15
Section A-23. Family Medical Leave Act (FMLA)	15
Section A-24. Bloodborne Pathogens (BBP)	16
Section A-25. Collective Bargaining Agreements (CBA).....	16
Section A-26. State Employee Identification Cards.....	16

Section A-27. Management Access to Work Areas	16
Section A-28. DHS Publications	16
Section A-29. State Employee's Health and Recreation Committee	16
Section A-30. Credit Unions	17
Section A-31. Public Relations and Courtesy	17
Part B Work Hours and Compensation.....	18
Section B-1. Hours of Work.....	18
Section B-2. Overtime.....	18
Section B-3. Payday	18
Section B-4. Direct Deposit.....	18
Section B-5. Garnishment	18
Section B-6. Check Stub (Earnings Statement).....	18
Section B-7. Reimbursements	19
Part C Benefits	20
Section C-1. Holidays.....	20
Section C-2. Vacation.....	20
Section C-3. Sick Leave	21
Section C-4. Conversion of Sick Leave	21
Section C-5. Long Term Disability (LTD).....	22
Section C-6. Catastrophic Leave	22
Section C-7. Military Leave	22
Section C-8. Jury Duty and Court Leave	22
Section C-9. Sick Leave Insurance Program (SLIP).....	23
Section C-10. Retirement and Iowa Public Employees Retirement System (IPERS)	23
Section C-11. Education and Training	23
Section C-12. Educational Assistance.....	23
Section C-13. Employee Assistance Program (EAP).....	23
Section C-14. Worker's Compensation.....	24
Section C-15. Social Security.....	24
Section C-16. Employee Liability Protection.....	24
Section C-17. Other Benefits.....	24
Part D Employee Responsibilities and Work Rules	25
Section D-1. General Standards of Conduct and Work Rules.....	25
Section D-2. Attendance and Punctuality	27
Section D-3. Time Sheets & Leave Requests.....	27
Section D-4. Reporting of Injuries	28
Section D-5. Visitors in the Workplace.....	28
Section D-6. Use of State/Department Property.....	28
Section D-7. Confidentiality.....	28
Section D-8. Conflicts of Interest and Outside Employment or Activity.....	29
Section D-9. Responsible Use of Computing Capabilities.....	30
Section D-10. Department E-Mail Use.....	31
Section D-11. Department Telephone Use	31
Section D-12. Cellular Telephone Use	31
Section D-13. Department Facsimile (FAX) and Copy Machines	32

Section D-14. Mail, Packages and Letterhead.....	32
Section D-15. Use of State or Department Vehicles	32
Section D-16. Loss of License.....	32
Section D-17. Dress Code	32
Section D-18. Drug-Free Workplace.....	33
Section D-19. Violence-Free Workplace.....	33
Section D-20. Weapons	33
Section D-21. Equal Opportunity, Affirmative Action, and Anti-Discrimination	33
Section D-22. Performance Reviews.....	34
Section D-23. Reproduction of Copyrighted Materials.....	34
Section D-24. Exit Interview	34
Section D-25. Political Activity.....	34
Section D-26. Open Meetings	35
Section D-27. Internship Program	35
Section D-28. Volunteers	35
Section D-29. Legislative Contacts (as a DHS employee).....	36
Section D-30. Legislative Contacts (as a private citizen).....	36
Section D-31. Media Contacts (as a DHS employee)	36
Section D-32. Media Contacts (as a private citizen)	37
Section D-33. Telephone Tree.....	37
Addenda	38
Addendum 1 State of Iowa Employee Handbook (DAS-HRE Handbook)	38
Addendum 2 Executive Order # 38 – Substance Abuse	39
Addendum 3 State of Iowa Substance Abuse Policy For Executive Branch Employees	41
Addendum 4 Executive Order # 57 – Violence-Free Workplace	43
Addendum 5 State of Iowa Violence-Free Workplace Policy for Executive Branch Employees	44
Addendum 6 Executive Order # 18 -- Equal Employment Opportunity	47
Addendum 7 State of Iowa Equal Opportunity, Affirmative Action, and Anti-Discrimination Policy For Executive Branch Employees.....	50
Addendum 8 DAS-HRE Memorandum on Severe Weather/Emergency Evacuation	54
Acknowledgement of Receipt of Iowa Department of Human Services Employee Handbook	58
Corrections and Updates	60

Introduction

The Iowa Department of Human Services is a community partnership working with Iowans who receive services, the taxpayers who fund the services and the people who provide the services. The Department is dedicated to serving Iowa's most vulnerable individuals and families and to focus on access, accountability, quality and the achievement of results. Working cooperatively with many other public and private organizations, the Department responds to the unique needs of individuals and families who experience personal, economic, social or health problems by offering a broad range of programs, supports and services geared to improve the health, safety, stability and self-sufficiency of those served.

With this in mind, the identified Mission of the Department is as follows:

Mission

The Mission of the Iowa Department of Human Services is to help individuals and families achieve safe, stable, self-sufficient, and healthy lives, thereby contributing to the economic growth of the state. We do this by keeping a customer focus, striving for excellence, sound stewardship of state resources, maximizing the use of federal funding and leveraging opportunities, and by working with our public and private partners to achieve results.

The Department of Human Services touches the lives of more than 31% of the state population annually. The Iowa Medicaid Enterprise (Medicaid Title XIX) provided health care coverage for needy families with children, persons with disabilities, elderly, and pregnant women. The child support recovery program assisted parents and children obtain court ordered child support. The DHS also provided services through the Child Welfare System, the Food Assistance Program and the Family Investment Program (FIP).

The success of the Department depends on our customers, staff and stakeholders, as well as our partnership with federal, state and local governments, and applying our identified *Guiding Principles* of Customer Focus, Excellence, Accountability and Teamwork in all that is done.

Guiding Principles

Customer Focus

We listen to and address the needs of our customers in a respectful and responsive manner that builds upon their strengths. Our services promote meaningful connections to family and community.

Excellence

We are a model of excellence through efficient, effective, and responsible public service. We communicate openly and honestly and adhere to the highest standards of ethics and professional conduct.

Accountability

We maximize the use of resources and use data to evaluate performance and make informed decisions to improve results.

Teamwork

We work collaboratively with customers, employees, and public and private partners to achieve results.

Core Functions

The Department of Human Services is a comprehensive human services agency coordinating, paying for and/or providing a broad range of services to some of Iowa's most vulnerable citizens. We have grouped our services and programs into four (4) Core Functions:

1. Economic Support

The purpose of this core function is to provide direct and indirect economic supports to needy families to assist them in having sufficient resources to meet basic needs for good health, safety, and consistency and continuity in their homes, work and communities. Essential services include the Family Investment Program, Food Assistance, and Child Support Recovery. Activities that occur within this core function include: cash assistance, food assistance (formerly known as food stamps), employment and training opportunities, quality childcare (Early Childhood Empowerment), child support recovery, refugee services, and administering community grants to enhance early childhood services.

2. Health Care & Support Services

The purpose of this core function is to provide for publicly funded child and adult health coverage and partnering with public and private entities to secure access to healthcare services. The DHS provides individual, community based and facility based health, mental health and substance abuse treatment. Activities include funding community based services, targeted case management, acute psychiatric inpatient care, and outpatient psychiatric care, outpatient and inpatient substance abuse and chemical dependency treatment, nursing, food and nutrition, pharmacy, and medical services.

The Iowa Medicaid Enterprise serves individuals with low income who are aged, blind, disabled, pregnant, under the age of 21, or members of families with dependent children, so they can live healthy, stable, and self-sufficient lives. Approximately two-thirds of the funding for Medicaid is federal funds. The program includes services that are available for mandatory and optional eligibility groups. All states that operate a Medicaid program are required to serve the mandatory population groups as well as make the mandatory services available. Iowa's Medicaid program provides preventive, acute, and long-term care services using the same private and public providers as other third party payers in Iowa. One special focus of the program is expanding medically appropriate alternatives to long-term institutional care for the aged, disabled, mentally challenged, and for children. Another special focus is on increasing patient education, disease management, and care management in order to control costs and improve the health of Iowans.

Medicaid pays for a wide array of services, such as: nursing facility services, hospitals, physicians and other medical providers, rural health clinics, mental health institutions and psychiatric hospitals, prescription drugs, home and community based services, ambulance services, kidney dialysis, hospice, dental care, medical supplies and durable medical equipment, and adult rehabilitation, targeted case management, optometry, podiatry, chiropractic and mental health services.

The hawk-i program provides health care coverage to children whose family income is above Medicaid limits, but do not have health care coverage. This program serves approximately 21,000 children annually. Hawk-i provides a comprehensive health care benefits package including physician services, hospitalization, prescription drugs, immunizations, dental care and vision care.

The DHS Targeted Case Management services are offered to counties. Counties may elect to use the DHS or contract to provider services themselves. Targeted Case Management staff help coordinate and manage services directed at improving stability, health, safety, and self-sufficiency for clients. To be eligible for services, clients must have a diagnosis of chronic mental illness, mental retardation, developmental disabilities or brain injury and be eligible for Medicaid. Offices are located in or near counties that have selected the DHS as the provider.

Mental Health Institutes (MHIs) at Cherokee, Clarinda, Independence, and Mt. Pleasant
The DHS serves adults and children in need of psychiatric care, adults in need of substance abuse treatment services, and adults needing long-term geropsychiatric services. A wide range of services that work and coordinate with community-based services across Iowa is available. Combined, these four institutions have 238 beds and serve approximately 2000 patients each year.

Civil Commitment Unit for Sexual Offenders (CCUSO) provides long-term treatment for sexually violent predators in a highly structured setting. Patients have completed their prison term and through a civil trial have been committed to the unit. CCUSO serves approximately 45 patients a year.

Glenwood Resource Center (GRC) and Woodward Resource Center (WRC) operate 391 and 273 Intermediate Care Facility/Mental Retardation (ICF/MR) beds (respectively). Both provide a wide range of services to people of all ages with mental retardation or developmental disabilities. Services include, but are not limited to diagnostic evaluation services, treatment, training, care, habilitation, a time-limited assessment program, and community based services through the Medicaid Home and Community Based Waiver program. Approximately 80 percent of admissions are voluntary and 20 percent are involuntary court ordered admissions.

3. Child and Adult Protection

The purpose of this core function is to provide an array of services and support assistance to strengthen families and communities to increase the likelihood that children and adults are safe, healthy, and have consistency and continuity in their lives. Services include: child and dependent adult protective services, community based prevention and support services, foster care, family centered services, family preservation services, adoption, group care, residential treatment, independent living for youth age 16 and older, shelter care, child care services, and facility based care for delinquent youth. Activities provided that support these services include, funding for medical exams conducted during child abuse assessments, a 24-hour child abuse hotline, mandatory abuse reporter training, child welfare training, foster and adoptive parent recruitment and training.

The Iowa Juvenile Home at Toledo and the State Training School at Eldora provide a range of specialized and highly structured substance abuse, physical, mental and behavioral health intervention services for the most troubled youth in the State of Iowa. Both facilities provide individualized care and treatment; evaluate and recommend transitional placement of youth to

appropriate facilities in the community; and provide basic special education and vocational programs. Combined the facilities operate 283 beds.

4. Resource Management

The purpose of this core function is to provide leadership in the management and support of the delivery of quality services to Iowa's citizens. The DHS maximizes resources and continually improves processes to achieve these results. Activities include corporate leadership and management, field operations, organizational and employee development, program management, fiscal management, support services, data management and volunteer services.

Accessibility And Locations maintained within the DHS include offices, programs and services in approximately 157 locations, across Iowa. The DHS is headquartered on the Capitol Complex in the Hoover State Office Building in Des Moines. Programs and services are organized into three major functional areas: 1) field operations including child welfare and economic assistance; 2) child support recovery and targeted case management; 3) and general administration. Headquarter-based policy divisions include the Divisions of Behavioral, Developmental and Protective Services; Financial Health and Work Supports; and Medical Services. Support service divisions include, Fiscal Services, Results Based Accountability, and Data Management.

Field Operations is composed of eight Service Areas with staff who provide child protection, child welfare, and eligibility determination for income/economic support and maintenance programs, including Medicaid, Food Assistance, Family Investment Program, Child Care Assistance, and child care registration and licensure.

The Service Areas administer and deliver the programs and services through 104 field offices staffed by social work, income maintenance, clerical and management staff. 65 field offices operate on a full-time basis.

The primary function of social work staff is child protection and safety. Social workers respond to and assess allegations of child and dependent adult abuse. The social work staff determines if abuse has occurred and addresses safety needs by the provision of services provided through either in- or out-of-home services purchased from community-based private contractors. Services provided help to keep families intact or result in the pursuit of the termination of parental rights and subsequent placement of children in the homes of relatives or through adoption. The focus of these services is child safety, protection and stability.

464 social workers work with private providers, communities, families and children to assess, protect and deliver services for at-risk children and adults. These employees also monitor state and federal standards for foster homes and child care providers. 200 social workers conduct safety and risk assessments to determine if children or dependent adults have been abused or neglected or are at risk of abuse or neglect.

Approximately 606 income maintenance workers determine eligibility for access to programs and services for families who need assistance in meeting basic needs for food, clothing, shelter, and medical care. Staff determine eligibility for the Family Investment Program (FIP), Food Assistance (formerly known as Food Stamps), Medical Services (Medicaid Title XIX), and Child Care Assistance. Income Maintenance staff interview clients, verify the economic situation and service needs, determine benefit eligibility, and make program referrals.

Child Support Recovery operations are organized into four (4) regions. The Regions administer the program through 18 locations staffed by child support recovery, clerical and management

staff. Child Support Recovery staff verify and establish paternity for unwed mothers, establish and modify child support obligations, and collect child support and medical support payments for children across Iowa.

General Administration provides support and technical assistance agency-wide to Field Operations, Child Support Recovery and Targeted Case Management for State Institutions, as well as numerous external customers and stakeholders, including:

- ❑ Program and service development and management, such as development and support of administrative rules, policy development, standards of care, and manual development.
- ❑ Quality assurance and improvement efforts through identification of best practices and evidence-based practice.
- ❑ Financial management, including accounting, budget preparation and monitoring, and revenue maximization. Revenue maximization helps to identify and obtain grants as well as to maximize federal matching dollars and other programs.
- ❑ Corporate management and leadership such as, performance measurement and management, information technology and data management, and administrative support services, such as quality control for food assistance and Medicaid, and quality assurance and improvement.

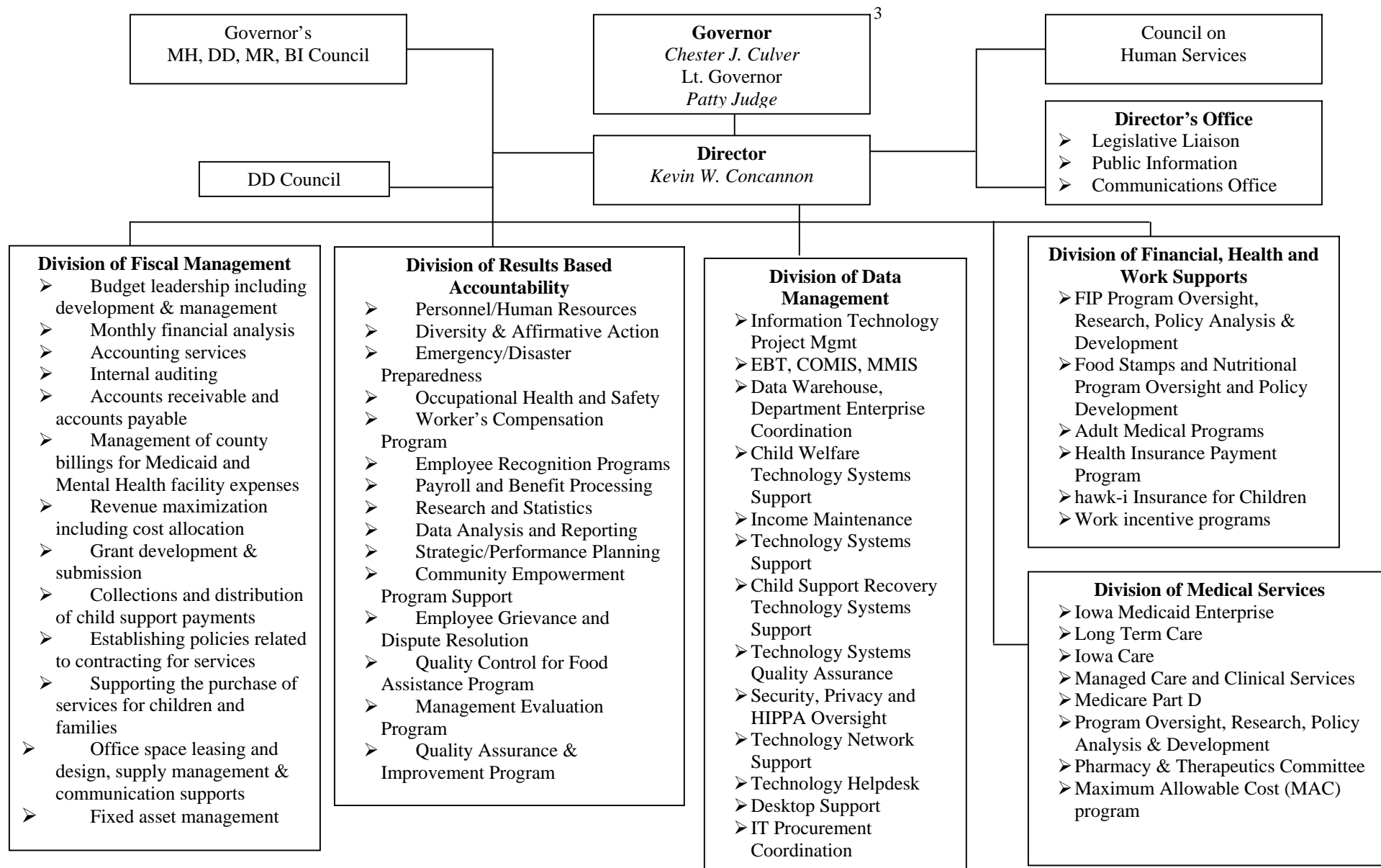
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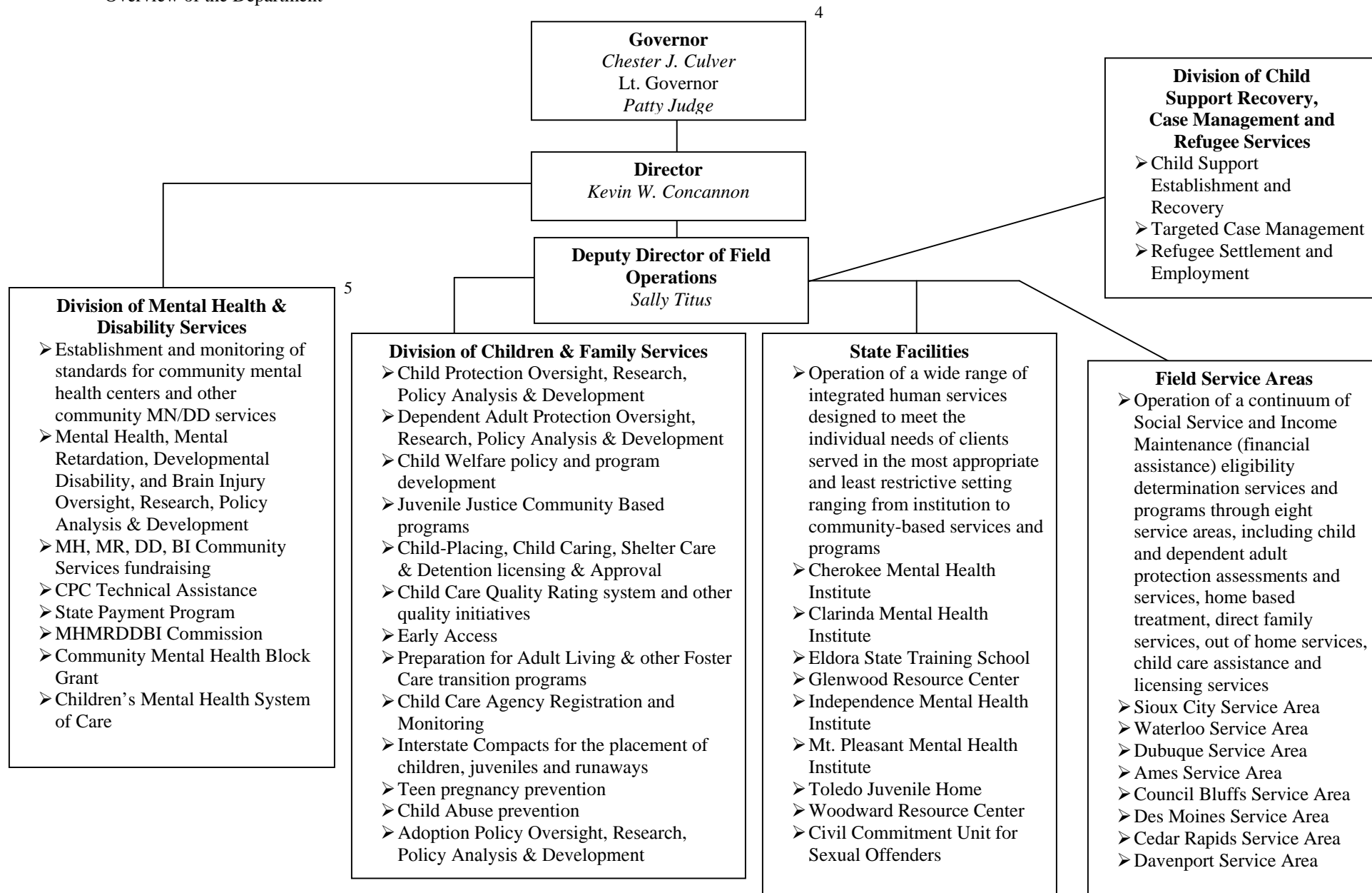
For more information about the DHS and our goals and results, please visit the DHS website at: <http://www.resultsiowa.org/humansvs.html>.

Our annual Performance Report and the DHS data can be found at:

http://www.dhs.state.ia.us/dhs2005/dhs_homepage/reports_pubs/results_based/index.html

State of Iowa Department of Human Services





Definitions

“Appointing Authority” means the Director of the Department of Human Services. The Director may delegate this authority to the Deputy Director, Division Administrators, Institution Superintendents or Service Area Managers for certain management responsibilities. *Appointing Authority* is used rather than individual listing of the various positions in this document.

“Benefit Eligible Full or Part Time Employee” means all full or part time employees who are in a “permanent” position who are eligible for benefits.

“CBA”, “Collective Bargaining Agreement” or “Contract” means the Collective Bargaining Agreement between the State of Iowa and the American Federation of State, County and Municipal Employees (AFSCME) or United Electrical/Iowa United Professionals (UE/IUP).

“Department” means the Iowa Department of Human Services (DHS).

“Deputy Director” means the deputy director of the Department of Human Services.

“DHS” means the Department of Human Services.

“Director” means the director of the Department of Human Services.

“Division Administrator” means the Administrator of the Division of Financial, Health and Work Supports; Division of Behavioral, Developmental and Protective Services; Division of Data Management; Division of Fiscal Management; Division of Results Based Accountability; Division of Child Support Recovery, Case Management and Refugee Services; and Division of Medical Services.

“DAS” or **“DAS-HRE”** means the Iowa Department of Administrative Services-Human Resources Enterprise (Formerly known as Iowa Department of Personnel).

“HRA” or **“Human Resource Associate”** is centrally located in the Human Resource Bureau within the Division of Results Based Accountability. Human Resource Associates process payroll & benefits and conduct other day-to-day personnel activities. This position is referred to as Personnel Assistant at the DHS institutions.

“Human Resource Bureau” is a Bureau within the Division of Results Based Accountability. It is also referred to as Human Resources or Personnel in other state agencies.

“IAC” means Iowa Administrative Code.

“IPERS” means Iowa Public Employees Retirement System.

“Procedures” means directions issued by the employer with regard to the appropriate manner or methods to be used to accomplish specific tasks.

“Regulations” means divisional regulations promulgated by a division administrator, with the approval of the Department Director, pertaining only to the operations and employees of that respective division.

“SAM” or **“Service Area Manager”** refers to the senior managers responsible for each of the eight service areas, including, Des Moines Service Area, Cedar Rapids Service Area, Ames Service Area, Council Bluffs Service Area, Sioux City Service Area, Dubuque Service Area, Waterloo Service Area, and Davenport Service Area.

“SLIP” means Sick Leave Insurance Program.

“Superintendent” refers to the Institution Superintendents for the nine state operated institutions, including, Cherokee Mental Health Institute, Clarinda Treatment Center, Eldora State Training School, Independence Mental Health Institute, Woodward Resource Center, Glenwood Resource

Center, Iowa Juvenile Home, Civil Commitment Unit for Sexual Offenders, and Mt. Pleasant Treatment Center.

"Work Rules" means rules promulgated by the employer within its discretion, regulating the personal conduct of the employees.

Websites for shortcut links

Bloodborne Pathogen Post Exposure Control Plan---(link available at a future date)

Collective Bargaining Agreements---http://das.hre.iowa.gov/collective_bargaining.html

DAS-HRE Administrative Rules--- <http://das.hre.iowa.gov/policies.html>

DAS-HRE Handbook---http://das.hre.iowa.gov/documents/publications/employee_handbook.pdf

DAS-HRE Severe Weather Policy---

http://das.hre.iowa.gov/documents/MS_manual/severe_weather_policy.pdf

DHS – Computer Usage Policies---<http://dhsintranet/enterprisepolicies/network/network.htm>

DHS - Department Performance Plan---<http://www.resultsiowa.org/humansvs.html> or
http://www.dhs.state.ia.us/dhs2005/dhs_homepage/reports_pubs/results_based/index.html

DHS - Division of Results Based Accountability---

http://www.dhs.state.ia.us/dhs2005/dhs_homepage/reports_pubs/results_based/index.html

DHS Fiscal Performance Report---

http://www.dhs.state.ia.us/dhs2005/dhs_homepage/reports_pubs/results_based/index.html

DHS Home---http://www.dhs.state.ia.us/dhs2005/dhs_homepage/index.html

DHS - Human Resource Contacts---

http://www.dhs.state.ia.us/dhs2005/dhs_homepage/reports_pubs/results_based/index.html

Employee Assistance Program (EAP)---

http://das.hre.iowa.gov/benefits/benefit_pages/bene_eap.html

Family Medical Leave Act (FMLA)--- DAS-HRE Handbook or

http://das.hre.iowa.gov/benefits/benefit_pages/bene_leave.html#fmla

First Report of Injury or Illness---\\Hoovr3s1\EMPLOYEE_SER\EMPFORMS\WORK COMP FORMS\1 ST REPORT OF INJURY.pdf

Iowa Public Employees Retirement System (IPERS)---<http://www.ipers.org>

Leave Request Form---DHS Outlook, Public Folders, All Public Folders, State Approved Forms, Administrative, “Application for Leave”

Long Term Disability (LTD)---

http://das.hre.iowa.gov/benefits/benefit_pages/bene_ltdinsurance.html

Military Leave---Uniformed Services Employment and Reemployment Rights Act (USERRA)---

<http://www.dol.gov/elaws/vets/userra/userra.asp>

Procurement Card---<http://das.gse.iowa.gov/contracts/pcard.pdf>

Request for Review of Conflict of Interest and Approval of Outside Employment/Activity---DHS outlook; Public Folders; All Public Folders; State Approved Forms; Administrative “Request for Review of Conflict of Interest and Approval of Outside Employment/Activity”⁶

Sick Leave Insurance Program (SLIP)---

http://das.hre.iowa.gov/benefits/benefit_pages/bene_slip.html

State Employees Health and Recreation Committee (SEHARC)---<http://www.seharc.org/>

State Jobs---http://www.das.hre.iowa.gov/state_jobs.html

Worker Compensation Provider List---[\\Hoovr3s1\EMPLOYEE_SER\EMPFORMS\WORK COMP FORMS\PROVIDER LIST.xls](http://Hoovr3s1\EMPLOYEE_SER\EMPFORMS\WORK COMP FORMS\PROVIDER LIST.xls)

Part A. General Information

Section A-1. Introduction

This Employee Handbook has been prepared to provide all employees with a general understanding of the DHS personnel policies, programs and benefits.

The policies set forth in this Handbook are subject to the rules of the Iowa Department of Administrative Services – Human Resources Enterprise, the Code of Iowa, the Iowa Administrative Code and applicable federal laws. This handbook does not create any rights or benefits and does not create an employment contract. Changes in federal laws, state laws, rules or policies will take precedence over information provided in the Handbook. The DHS has the right to change any information in this Handbook. If any portion of this handbook is in conflict with the provisions of an existing collective bargaining agreement or any state statute, the provisions of the collective bargaining agreement or statute will apply.

All DHS employees will be held accountable for all portions of this handbook. The following information, responsibilities and work rules are not intended to limit the rights of employees but rather to define those rights so the Department can attain its objectives in an orderly manner. Violation of any provision of the DHS Handbook, the State of Iowa Handbook or the executive orders and policies may result in discipline up to and including discharge and in some cases may result in legal action.

No single set of rules and procedures can fully cover all the possible circumstances that may arise in the course of employment relationships. Whatever the circumstances, our expectation is that everyone should apply the Handbook in accordance with the following principles:

1. The DHS is an equal opportunity employer. It is the responsibility of managers and colleagues to ensure that no member of the DHS staff receives less favorable treatment than any other, or is subjected to abuse, harassment, embarrassment or discomfort, on the grounds of race, color, ethnic or national origins, sex, religion, age or disability or political opinions or affiliations. In all cases it is essential to apply provisions of the Handbook in accordance with this commitment to fair treatment and equality of opportunity for staff.
2. The DHS seeks to promote an open and participative culture based on shared commitment to the organization, collective responsibility for providing quality services, and value for sound financial management. To support this, the DHS expects managers to use a positive management style centered on team leadership and emphasizing support, guidance and encouragement for staff as individuals.
3. The DHS aims to maintain effective communication between managers and staff at all levels. Staff members should be able to expect clear, accurate and timely information about matters affecting them on their jobs, and to have the opportunity to clarify any points of doubt. Managers should actively seek staff members' views and suggestions on matters whenever possible, and ensure that they are relayed to whoever is responsible for the decisions concerned.
4. The DHS considers our employees to be one of its most valuable resources. We strive to inform, motivate, and develop staff to enable them to maximize their contributions to achieving the objectives of the organization within available financial resources.

5. The DHS is committed to maintain relationships based on openness, honesty and mutual trust.

Questions regarding this Handbook should be directed to your supervisor, Appointing Authority, the Human Resource Bureau, or your local Human Resource Contact (if you are unsure of who your local Human Resource Contact is, ask your supervisor or see the list of Human Resource Contacts on the Division of Results Based Accountability website:

http://www.dhs.state.ia.us/dhs2005/dhs_homepage/reports_pubs/results_based/index.html).

Section A-2. Code of Conduct

Employees are expected to conduct themselves in a manner that creates and maintains respect for the DHS, their co-workers and the individuals served. Employees are expected to maintain high standards of behavior in both their personal and official activities. The Department prohibits any unethical or illegal conduct by an employee on or off duty that affects or has the potential to affect the Department. Employees have a duty to report unethical or illegal activity, relating to state employment, to their Supervisor, Appointing Authority or Department Director. Reports may also be e-mailed to: stopit@dhs.state.ia.us.

Section A-3. Registry and Record Checks

Registry and record checks are performed as a part of the hiring process and at other times during employment for employees, interns and volunteers as determined by the Appointing Authority. A supervisor filling a vacant position is responsible for checking the employment references and ensuring all registry and record checks are completed as required. Checks include a review of the Child Abuse Registry, the Dependent Adult Abuse Registry, the Sexual Offender Registry, the Iowa Criminal History Registry and the National FBI Criminal Record Check (fingerprint based). Registry and record checks are performed pursuant to Iowa Code Chapters 135C.33, 217.44, 218.13, 692A, DAS-HRE Rule 11.54.3(3) and Federal Regulation 42 CFR 483.420 for individuals who have direct contact with the Department's clients.

Registry and record checks conducted by the DHS institutions are initiated and processed by each institution. The DHS Human Resource Bureau coordinates the checks conducted for the DHS employees outside the institutions.

Declining to submit to a registry or record check shall be grounds for non-selection of a job applicant and may be grounds for termination from employment. The results of a registry and record check may be grounds for non-selection of a job applicant and may be grounds for termination from employment.

Some positions may require additional reviews, such as driver or professional licensure checks.

Section A-4. Promotion

Employees are encouraged to apply for promotional opportunities for which they are qualified. The DHS vacancies are posted on the labor/management bulletin boards in each office location. The DHS vacancies may also be posted through email.

Statewide job vacancies are announced via the DAS-HRE job vacancy website found at: [State Jobs](#) as well as other methods. Employees may ask their Human Resource Associate additional questions. Job vacancy announcements can also be found on the DHS Internet home page at: [DHS Home](#).

Section A-5. Transfer

Refer to the appropriate collective bargaining agreement or the DAS-HRE Administrative Rules, Chapter 59. [11 IAC 59]

Section A-6. Special Expenses

With prior approval of the DHS Director or his/her designee, employees may be reimbursed for registration fees, conference fees, banquet tickets and other authorized expenses that are incurred in the performance of their duties as state employees in accordance with the rules of the Iowa Department of Revenue.

Section A-7. Moving Expenses

Occasionally employees are reassigned at the direction and benefit of the Department. Procedures governing moving expenses are found in the collective bargaining agreements and the DAS-HRE Administrative Rules, Chapter 11-64. [11 IAC 64]

Section A-8. American Express Card

A corporate American Express Card is available on a limited basis for employees who may be required to travel to perform their job duties. The card is for business use only. There is an annual fee for this card that the cardholder is responsible for. No reimbursement is provided for the annual fee. Payments are due and must be made in full by the employee holding the card upon receipt of the monthly billing statement. The card must be surrendered upon request or when leaving employment.

Section A-9. DHS Procurement Card

In limited situations, a DHS Procurement Card may be issued to designated employees for departmental purchases. The procurement card is for authorized business use only. The card must be surrendered upon request or when leaving employment. Contact your supervisor or the DHS Bureau Chief of Purchasing, Payments and Receipts for additional information.

Section A-10. Food Bank

The DHS employees have the opportunity to participate in the annual State Employee Food Bank Drive. Employees may donate food items and participate in fund-raising activities to benefit the Food Bank of Iowa. More than 50 percent of the people who receive these benefits are children. The Food Bank of Iowa does not receive ONE GIFT funding. Participation in the Food Bank Drive is encouraged, but is strictly voluntary. Division coordinators and a department liaison administer the program each year.

Section A-11. One Gift Charity Campaign

The ONE GIFT charity campaign permits state employees to share their generosity with state approved charities across Iowa. ONE GIFT conducts it's fund-raising annually during the fall. The DHS appoints a liaison that works with the coordinators and represents the Department within state government.

Employees are given the opportunity to pledge a donation, which is collected by payroll deduction. Participation in ONE GIFT is encouraged, but is strictly voluntary.

Section A-12. Improvement Ideas

Employees of the DHS are encouraged to submit ideas to improve customer satisfaction, efficiency and cost-effectiveness in the Department and in state government. Ideas may be submitted using an “Idea Suggestion Form” available on-line through the DHS Quality Assurance & Improvement website.

Section A-13. Capitol Complex Security

State Patrol (Post 16) is responsible for Capitol Complex security. To call State Patrol (Post 16) from the Capitol Complex, dial 1-5608. To report a medical emergency that requires trained medical personnel, dial 911, follow the directions of the 911 operator and keep the line open. All office locations outside the capital complex should dial 911 direct or another number designated in your office. Employees should contact their supervisor if unsure of how to contact local emergency responders.

Section A-14. Emergency Procedures

In case of fire, tornado or other disaster, employees should immediately move to safety. Evacuation procedures and maps are posted in the employee’s work area. Questions regarding the emergency procedures should be directed to the employee’s supervisor.

Section A-15. Severe Weather/Emergency Closings

In the event of a severe weather/emergency closing, guidance will be provided on the proper procedures to follow and how to record time off. The collective bargaining agreements or the DAS-HRE Administrative Rules provide additional information on severe weather emergency closings. The policy is included in the Addendum section of this handbook or you can link directly to the most recent DAS-HRE Memorandum regarding the Severe Weather/Emergency Evacuation policy through the following link: [DAS-HRE Severe Weather Policy](#).

Section A-16. Resignation

Resignations should be submitted in writing to your supervisor at least 14 days before the effective date. Notice should be in writing and state the reasons for resignation. Once a resignation has been submitted and accepted, whether verbally or in writing, it may not be withdrawn without the consent of the appointing authority. The letter should state the last working day on the job. Employees must work the last day.

Section A-17. Reduction in Force (RIF)

It may be necessary to reduce the number of employees because of a shortage of funds or work, a change in duties or organization, abolishment of positions or for any reasons deemed necessary. When the decision is made that filled positions will be eliminated, the employee(s) to be affected will be determined by a procedure specified in your collective bargaining agreement or the DAS-HRE Administrative Rules.

If transfer to another position is not possible and layoff occurs, employees who had permanent status at the time of layoff may retain recall rights which are specified in the applicable collective bargaining agreement or the DAS-HRE Administrative Rules.

Section A-18. Discharge

Employees may be discharged for unsatisfactory work performance as well as violating rules, regulations, procedures and policies. Employees will be given a written notice stating the reason for their discharge. A discharge may be appealed as provided in the applicable collective bargaining agreement, the DAS-HRE Administrative Rules, or the Code of Iowa.

Section A-19. At-Will Employment

At-will employees serve at the pleasure of a Department Director, the Governor, a Board or a Commission and 1) are not covered by the state merit system provisions; and 2) are not covered by a collective bargaining agreement; and 3) are not covered by Iowa Code provisions relating to cause or just cause discipline and discharge hearings; and/or 4) are designated by the Iowa Code as being at-will. Therefore, at-will employees may be terminated for any lawful reason at any time without regard to the just-cause standard. Employees should direct questions about employment status to their supervisor.

Section A-20. Unemployment Compensation

Unemployment insurance is a benefit to eligible, unemployed individuals pursuant to the provisions of Title III, Subtitle 2, Chapter 96 of the Iowa Code and Section 871 of the Iowa Administrative Code. If an employee is terminated, the employee may be eligible for unemployment compensation benefits. For information, contact the Iowa Department of Workforce Development, Division of Unemployment Insurance Services.

Section A-21. Personnel Records

The Department of Human Services maintains a confidential record of employment. Employees may personally review their personnel file during normal business hours by making a request to the Human Resource Associate. Employees may request a copy of any items in their personnel file. A fee may be charged for making copies available. The DHS institutions maintain personnel records for their employees. All other DHS employee records are maintained in the Human Resource Bureau in the Hoover State Office Building.

Personal contact and other personnel information should be kept current at all times. Employees should notify their Human Resource Associate to make updates.

Section A-22. Supervisors

Supervisors are available to assist employees in all aspects of employment, including clarification of policies, procedures, work rules or how to perform work assignments. An employee who has a misunderstanding or complaint regarding their job or working conditions should contact his or her supervisor.

In the event an employee's immediate supervisor is unavailable, or a situation involves that supervisor, the employee may speak with the next highest supervisor within the organizational unit. An employee may contact any member of management, DHS Human Resource Bureau (515-281-7064) or Department of Administrative Services - Human Resources Enterprise (515-281-3087) to address concerns or issues at any time.

Section A-23. Family Medical Leave Act (FMLA)

The Family Medical Leave Act of 1993 (FMLA) provides certain rights, responsibilities and protections for eligible employees regarding leave due to a serious health condition of their own

or a member of the employee's immediate family. Information is included in the DAS-HRE portion of this handbook at [DAS-HRE Handbook](#). Supervisors will explain an employee's rights and obligations under FMLA or direct employees to the proper resource.

See also http://das.hre.iowa.gov/benefits/benefit_pages/bene_leave.html-fmla

Section A-24. Bloodborne Pathogens (BBP)

DHS has a policy regarding bloodborne pathogens, which has been developed as a guide for how treatment should be provided for bloodborne pathogen exposure incidents and how all incidents are to be reported, investigated, and documented. Additional information can be obtained from the Human Resource Associate, Health and Safety Officer or the Bloodborne Pathogen Post Exposure Control Plan.

Section A-25. Collective Bargaining Agreements (CBA)

Certain state employees are covered by collective bargaining agreements. Supervisors, administrators and confidential employees are excluded by law from collective bargaining.

Supervisors can tell employees if their classification is covered by a collective bargaining agreement (CBA). CBAs are available online at [Collective Bargaining Agreements](#), or a copy that can be reviewed with the appropriate union or supervisor.

Section A-26. State Employee Identification Cards

Capitol complex employees are issued identification badges that are also security access cards for building and parking lot access. Other DHS locations may issue badges and access cards. Employees should wear or produce identification badges when requested and immediately report a lost or stolen card to their supervisor.

Section A-27. Management Access to Work Areas

Management has the right of access to all work areas in all locations at any time. This includes, but is not limited to, the employee's work area, state vehicles, desk drawers, file cabinets, storage areas, mail, e-mail, keys, lockers, and computer systems, programs, data and information. Purses and briefcases belonging to employees are not, under normal circumstances, considered work-related areas. Employer provided materials; equipment and tools are to be used for business or work-related purposes only. See also [DAS-HRE Handbook](#), <http://www.state.ia.us/das/>

Section A-28. DHS Publications

The DHS publishes various communication newsletters and emails. These contain information on employee achievements, awards, personnel issues, employee activities and other items of interest. Employees who have ideas for a story, or have information they feel other employees should know, should contact the Public Information Officer at (515) 281-4848.

Copies of the DHS Annual Report, Strategic Plan, and Performance Plan are available online at [DHS Performance Plans](#) or from the [Division of Results Based Accountability](#).

Section A-29. State Employee's Health and Recreation Committee

Employees can take part in many recreational activities through the State Employees Health and Recreation Committee (SEHARC). SEHARC offers annual events such as a softball league and tournament, golf tournament, bowling tournament and volleyball league. SEHARC offers discounts on memberships and tickets to special events. Other activities include the Walk/Run

Club, ballroom dancing and Weight Watchers. The DHS Safety and Health Officer, located in the Human Resource Bureau is the SEHARC and Wellness Committee liaison. Information regarding SEHARC opportunities and wellness issues are posted through email. [State Employees Health and Recreation Committee \(SEHARC\)](#).

Section A-30. Credit Unions

Several credit unions specialize in providing financial services for state employees. Most offer direct deposit of payroll checks, savings accounts, and other financial services. Employees may contact their Human Resource Associate for a list of credit unions.

Employees with questions about the specific services offered by a credit union should contact that particular financial institution.

Section A-31. Public Relations and Courtesy

Public service is our job! When interacting with the public, an employee represents all of state government and its employees. An employee's willingness to be courteous and helpful reflects on all employees. Remember, you may be the only contact a customer has with state services.

Part B. Work Hours and Compensation

Section B-1. Hours of Work

Supervisors assign hours of work, days off, and shifts.

Section B-2. Overtime

Employees eligible to be compensated for overtime receive either hour-for-hour compensation or one and one-half times compensation for time worked in excess of 40 hours in a normal workweek.

Employees must receive prior approval from their supervisor before performing overtime work. Employees may work only the overtime that has been authorized; some work units may authorize overtime according to pre-determined policy.

Overtime will be calculated and paid in accordance with the appropriate collective bargaining agreement or DAS-HRE rules. Payment is made either in cash or compensatory time. Employees may request either method. The DHS may require overtime be paid rather than be taken as compensatory time in accordance with the collective bargaining agreements and DAS-HRE rules.

For employees exempt from the Fair Labor Standards Act (FLSA), the nature of duties and responsibilities may sometimes necessitate working extra hours or unusual workdays. The annual salary is considered full compensation for all hours worked.

Section B-3. Payday

The DHS employees are paid every other week. Each pay period begins on Friday and ends on the second following Thursday. When a payday falls on a state holiday, checks are issued the day before the holiday. If an employee is not in the office on a payday, the supervisor can hold the employee's check until the employee returns. Using direct deposit ensures that pay is processed timely and does not rely on employees being present at work to get paid. See also [DAS-HRE Handbook](#).

Section B-4. Direct Deposit

Direct deposit is the preferred method of payment for all state employees. To authorize direct deposit, complete an automatic deposit form available from the Human Resource Associate. See also [DAS-HRE Handbook](#).

Section B-5. Garnishment

All employees are expected to handle their personal financial responsibilities. Court-ordered garnishments and/or withholding orders will be honored by DHS.

Section B-6. Check Stub (Earnings Statement)

Earnings statements show wages, deductions and leave accruals. Leave accrual will display the amount earned and used for the current pay period as well as the available balance. Accrued leave may not be used until it appears on the employee's check stub/earnings statement or HRIS time sheet account. An employee should notify his/her supervisor or Human Resource Associate if an error is found. The Department of Human Services is using electronic check stubs and earnings statements in select organizational units.

Section B-7. Reimbursements

1. Reimbursement for Expenses

Employees will be reimbursed for actual and necessary expenses incurred in performing job duties for the state, including the cost of lodging and food within certain limits and tax rules.

State vehicles are available and should be used for employees traveling on state business whenever possible. Privately owned vehicles may only be used with prior supervisor approval. Reimbursement for mileage is paid at a single per mile rate, set by the Department of Administrative Services, regardless of availability of a state vehicle. Employees must check with their supervisor regarding this rate and the requirements for using state owned and personal vehicles. Employees are asked to manage expenses responsibly and encouraged to travel in the same vehicle if traveling to the same location or event. Employees should obtain a Travel Payment Form from their supervisor, complete it and return it to their supervisor. Be sure to attach receipts to the form. The Bureau of Purchasing, Payments & Receipts will answer questions regarding reimbursement and processing travel vouchers.

2. Tax on Reimbursed Meals

If job-related travel requires an overnight stay, reimbursed meal expenses are not taxable.

If job-related travel does not require an overnight stay, reimbursed meal expenses are taxable.

Taxes are withheld from an employee's regular paycheck instead of the expense reimbursement check. Taxable reimbursed expenses are included on employees' W-2 forms as "wages, tips and other compensation" each year.

3. Reimbursement for Personal Property Loss

Employees may submit a request for reimbursement for any personal items damaged in the performance of assigned duties up to a maximum of \$150.00 to their supervisor. Receipts or invoices must be included to support a claim for expenses.

Claims that are denied by the DHS or that exceed \$150.00, may be submitted to the State Appeal Board for consideration. A Human Resource Associate can provide assistance in this process.

Part C. Benefits

Section C-1. Holidays

Benefit eligible, full-time employees receive 11 paid holidays per year, 9 of which are scheduled. The scheduled holidays are:

New Year's Day	Veterans Day
Martin Luther King, Jr. Day	Thanksgiving Day
Memorial Day	Friday after Thanksgiving
Independence Day	Christmas Day
Labor Day	

Unscheduled holidays are prorated and accrued on a pay period basis and are added to an employee's vacation account.

Monday is recognized as a holiday for all holidays occurring on a Sunday, and Friday for all holidays occurring on a Saturday for employees on a Monday through Friday workweek. For all other employees, the holiday is recognized on the day on which it occurs.

Benefit eligible, part-time employees are paid for holidays in proportion to the number of hours they work.

To be eligible for holiday compensation, an employee must be in pay status on the last scheduled workday before, and the first scheduled workday after the holiday.

Refer to the appropriate [Collective Bargaining Agreement](#) or [DAS-HRE Administrative Rules](#) for additional information.

Section C-2. Vacation

Benefit eligible, full and part-time employees, accrue vacation in proportion to the number of hours worked and length of service.

Officially designated state holidays and regular days off that fall within a vacation period are not counted as vacation time.

Employees who transfer, promote or demote between Executive Branch state agencies without a break in employment, take accumulated vacation leave to their new agency, subject to limitations of collective bargaining agreements and/or DAS-HRE Administrative Rules.

While on leave without pay, suspended without pay or laid off, an employee does not accrue vacation. If an employee becomes ill or disabled while on vacation, the portion of vacation spent under the care of a physician may be charged to accrued sick leave with proof from a physician of the illness or disability and its duration.

Vacation time may be used for missing work due to inclement weather. Refer to the appropriate collective bargaining agreement or DAS-HRE Administrative Rules for details.

When you leave state government, your last paycheck will include a lump-sum payment for all unused accrued vacation.

When requesting vacation, employees complete an "Application for Leave" form and submit it to their supervisor for review and approval. The request must be approved before leave begins.

In scheduling vacation, choice of time and amount is governed by seniority, provided employees submit their vacation requests at least sixty (60) days in advance. Vacation requests submitted less than sixty (60) days in advance will be granted on a first come, first served, basis. Normally vacation requests are answered within five (5) working days from the date of receipt. The Appointing Authority determines the number of employees within each classification and work unit that may be on vacation at any given time. Vacations are granted when operations permit.

Refer to the appropriate [Collective Bargaining Agreement](#) or [DAS-HRE Administrative Rules](#) for additional information.

Section C-3. Sick Leave

Benefit eligible, full-time employees accrue sick leave at a pre-determined rate per pay period. Benefit eligible, part-time employees accrue sick leave in proportion to the number of hours worked. Sick leave does not accrue to an employee who is on leave without pay, is suspended without pay, or is laid off.

Officially designated state holidays and regular days off that occur during a paid sick leave of absence are not counted as sick leave.

Employees who transfer, promote or demote between state agencies within the Executive Branch without a break in employment, will maintain accumulated sick leave.

Sick leave can be used for appropriate purposes only. Rules governing sick leave are found in the applicable collective bargaining agreement and the DAS-HRE Administrative Rules, Chapter 11-63. [11 IAC 63].

When an employee is unable to report to work because of illness, the employee must contact his/her supervisor prior to the start of your shift. Each work unit will have specific procedures for calling in when an employee is going to be absent that employees are required to know and follow.

When an employee has been on sick leave, upon returning to work, the employee must complete and submit an "Application for Leave" form to his or her supervisor.

When requesting leave, an employee must provide sufficient information for the supervisor to determine whether the absence should be considered a Family Medical Leave Act (FMLA) qualifying event. FMLA is discussed in A-24 of this handbook.

Accrued vacation or compensatory time may be used in lieu of sick leave for absences due to illness in accordance with the applicable [Collective Bargaining Agreement](#), [DAS-HRE Administrative Rules](#) or [DAS-HRE Handbook](#).

Medical certification or appropriate verification for sick leave may be required (AFSCME; Article IX, Section 10.B(1)) (IUP; Article IX, Section 7(B)) (Non contract IAC 63.3(12)).

Section C-4. Conversion of Sick Leave

Benefit eligible employees who have accrued 240 hours of sick leave, may convert sick leave to vacation for each full month that sick leave is not used. Refer to the appropriate [Collective Bargaining Agreement](#), or [DAS-HRE Administrative Rules](#) for details regarding the conversion process.

Section C-5. Long Term Disability (LTD)

Long Term Disability insurance is provided for employees with probationary or permanent status who are regularly scheduled to work at least 30 hours per week. A partial monthly income benefit is paid on approved claims starting 90 workdays following the date of disability or after you have exhausted all of your accrued sick leave, whichever is greater. You are eligible for benefits when you are disabled due to injury either on or off the job or due to a serious illness. Refer to the Human Resource Associate, [Collective Bargaining Agreement](#) or [LTD](#) for additional information.

Section C-6. Catastrophic Leave

Benefit eligible employees may donate vacation time to be used by colleagues who have exhausted their own appropriate leave because of a catastrophic illness⁷. A catastrophic illness is defined as an illness or injury, to either the employee or to a member of the immediate family, resulting in a medical condition for which a physician has certified that it is likely to result in a loss of 30 or more work days.

Contributions are designated as “donated leave” and are subject to the appropriate [Collective Bargaining Agreement](#) and the [DAS-HRE Administrative Rules](#), Chapter 11-63. [11 IAC 63]. For more information or to donate leave, contact Human Resource Associate.

Section C-7. Military Leave

The right of employees to take a leave of absence to serve in the military is governed by Federal laws. This includes the right to re-employment.

If an employee is called for military duty as a member of any component part of the military of the State of Iowa or the United States, the employee will be granted military leave in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA). The employee will be paid regular salary for time spent on qualified military leave for up to 30 calendar days per calendar year. The employee will need to provide a copy of his or her orders to the Human Resource Associate.

See also [DAS-HRE Handbook](#) or <http://www.dol.gov/elaws/userra.htm>.

Section C-8. Jury Duty and Court Leave

If an employee is called for jury duty or subpoenaed as a witness in a “work-related” court proceeding, the employee may be paid for the time they must be in court. This provision does not apply to actions in which the employee is a party to or has an interest in the outcome. Compensation received from the court (except for travel, parking, food and lodging expense reimbursements) must be turned into the Human Resource Associate prior to processing jury duty or court leave reimbursements. If an employee elects to use vacation leave, the employee is entitled to keep any compensation received from the court. The employee needs to notify his/her supervisor as soon as possible following notification of service and provide a copy of the summons/subpoena to the supervisor. Additional information can be obtained from the supervisor, the [Collective Bargaining Agreement](#), the [DAS-HRE Administrative Rules](#) or the [DAS-HRE Handbook](#).

Section C-9. Sick Leave Insurance Program (SLIP)

The Sick Leave Insurance Program (SLIP) will be effective July 1, 2006. Any employee in a covered group who is eligible to take a bona fide retirement is eligible for this program as long as his or her sick leave account balance, per program calculations, is greater than \$2,000 PLUS the cost of at least one month of the Employer share of the state group health insurance premium. For additional information see: [DAS-HRE "SLIP"](#).

Section C-10. Retirement and Iowa Public Employees Retirement System (IPERS)

The DHS has no mandatory retirement age. Employees may choose to retire with full Iowa Public Employees Retirement System (IPERS) benefits at age 65, or age 62 with 20 years of service, or when your age (being at least 55) plus the number of years of IPERS-covered service (being at least 30) equal 88. Employees may take early retirement after attaining age 55 (or earlier if the IPERS disability provision applies). For additional information refer to the IPERS handbook or the website at <http://www.ipers.org>. IPERS may also be contacted at IPERS, P.O. Box 9117, Des Moines, IA 50306-9117, by phone (515) 281-0020 or (800) 622-3849 or by email info@ipers.org. The Sick Leave Insurance Program (SLIP) provides certain rights for eligible employees regarding early retirement. For additional SLIP information see section C-9 or [DAS-HRE "SLIP"](#).

Section C-11. Education and Training

Employees will receive general orientation to acquaint them with benefits, job duties and overall responsibilities when hired. A supervisor and a DHS Human Resource Associate will provide this orientation.

Additional education and training is provided and made available to employees as budgets permit. Employees may attend these training opportunities with appropriate approval.

Educational leave with or without pay is subject to approval of the Appointing Authority. Refer to the [Collective Bargaining Agreement](#), the [DAS-HRE Administrative Rules](#) or the [DAS-HRE Handbook](#) for details.

Section C-12. Educational Assistance

Financial assistance for education may be granted to help employees develop skills that will improve job performance. Assistance may be in the form of direct payment to the organization or by reimbursement to the employee. Educational assistance is granted at the discretion of the Appointing Authority, the Department Director and DAS-HRE. Refer to the [Collective Bargaining Agreement](#), the [DAS-HRE Administrative Rules](#) or the [DAS-HRE Handbook](#) for details.

Section C-13. Employee Assistance Program (EAP)

The Iowa Employee Assistance Program is a confidential, professional service to help State employees and their family members. With EAP employees and family members have access to prepaid, professional services to help individuals deal with difficult situations before they begin to affect the individuals health, happiness or success.

Professional consultation, referral services and short term counseling would be available to assist employees with a broad range of personal concerns, including substance abuse, family or marital difficulties, financial concerns, legal situations, career issues and emotional problems.

Services for the Iowa Employee Assistance Program are provided by Employee and Family Resources (EFR). Call EFR at 1-800-327-4692 (toll free) or (515) 244-6090 (in Des Moines). Refer to the appropriate [Collective Bargaining Agreement](#), Human Resource Associate or [DAS-EAP](#) for additional information.

Section C-14. Worker's Compensation

All state employees are covered under Worker's Compensation Insurance. Further details may be obtained from your Human Resource Associate, D-4 of the DHS handbook or the [DAS-HRE Handbook](#).

Section C-15. Social Security

The Federal Insurance Contribution Act (FICA), commonly known as Social Security, applies to all state employees unless specifically exempted by law. The size of the Social Security benefit depends on the amount of money the employee and the employer contribute during working years. A percentage of the employee's salary is deducted each pay period, with rates prescribed by the federal government.

Section C-16. Employee Liability Protection

Employees of the State have liability protection while performing duties, including client care and the transportation of clients on department business in a personally owned vehicle. This protection provides legal representation for employees and payment by the state of any financial damages that may be awarded. Liability coverage is not provided if employees are purposefully negligent or intentionally act in a wrongful manner.

Section C-17. Other Benefits

Information regarding Deferred Compensation, Life Insurance, Savings Bonds, and other benefits can be found on the DAS Website or through the local Human Resource Associate. Refer to the [Collective Bargaining Agreement](#), the [DAS-HRE Administrative Rules](#) or the [DAS-HRE Handbook](#) for details.

Part D.
Employee Responsibilities and Work Rules⁸

Section D-1. General Standards of Conduct and Work Rules

The following general standards of conduct and work rules are intended to illustrate minimum expectations for acceptable work performance and workplace behavior. They are not all-inclusive. Misconduct not specifically described will be handled as warranted by the circumstances of the case involved. Violation of a work rule may result in discipline up to and including discharge, and in some cases may result in legal action.

1. An employee's job is important, and employees are expected to cooperate and follow the instructions of supervisors or other designated members of management. Insubordination (intentional refusal to follow an authorized supervisor's reasonable orders or instructions) is prohibited unless such instructions are contrary to the Code of Iowa.
2. Poor work is not acceptable. Employees are expected to perform their work properly and efficiently and to meet performance standards. Employees are expected to seek, accept and accurately complete assignments within deadlines and not neglect job duties and responsibilities.
3. Employees are expected to be attentive to their responsibilities and shall not loaf, loiter, sleep or engage in unauthorized personal business while on duty.
4. Employees shall avoid boisterous or inappropriate discussions and behavior.
5. Employees are expected to maintain appropriate control of themselves, even under provocation. The use of abusive, profane, argumentative, offensive, or threatening language or attempts to inflict bodily harm or mental anguish will not be tolerated.
6. Employees are required to observe all safety, health, and sanitation rules including the use of protective clothing and equipment while operating vehicles or equipment. Unsafe or defective equipment must be reported immediately.
7. Employees shall obtain supervisory approval before incurring any expenses chargeable to the Department.
8. Employees shall not engage in illegal or disorderly conduct including, but not limited to, roughhousing, pushing, throwing objects, immoral or indecent conduct, or participate in any activity, misconduct or behavior in the workplace and/or while on duty, which may have a negative effect on the Department's reputation and/or community standing.
9. Employees shall comply with officially posted signs, notices, warnings or instructions in the workplace. Removal or posting of signs and bulletins on state property is prohibited without approval of the Appointing Authority or as allowed by the collective bargaining agreements.
10. Employees shall not make false, misleading or malicious statements concerning themselves, other employees, clients, and supervisors, or falsify forms or work documents, or intentionally enter false information into automated systems, or intentionally give false or misleading information, or omit information significant to the Department.
11. Employees shall not misrepresent themselves as state employees or act in an official capacity while conducting personal business.

12. Employees shall not eat or drink in areas where such activities are prohibited in the workplace. Employees are responsible for following appropriate housekeeping and clean up rules regarding work areas, meeting rooms, eating and break areas.
13. Smoking is prohibited within the Capitol Complex buildings and in local DHS offices, institutions and state automobiles. Smoking is only permitted in designated areas. Smoking shall be limited to scheduled break periods or during unpaid meal periods.
14. Employees shall not advertise, sell, or barter products or services for personal profit or gain in the workplace or on state time except as authorized. Employees shall not engage in gambling, pools or other games of chance while on duty.
15. Employees shall not engage in unauthorized solicitation of funds or donations for any purpose on state time. Employees shall not solicit funds or donations from clients and shall not sell items or services to clients at any time unless as part of an organized activity and approved by the appointing authority.
16. Unauthorized possession, lending, borrowing, duplication, careless or improper use, or failure to report promptly the loss or damage to state vehicles, equipment, facilities or materials, or the state telephone, mail courier, reproduction systems, government keys, credit cards, security access cards or identification cards is considered misconduct and is prohibited. Employees must report loss or damage to property or equipment to their supervisor within 24 hours.
17. Employees may not use their official position, materials or equipment to influence, intimidate, coerce or deceive others to obtain any privileges or articles, to which employees are not otherwise entitled.
18. Unauthorized entry into state buildings or grounds, the use, abuse or misuse of state property, equipment and materials or the unauthorized possession or sale of items is prohibited.
19. Employees shall cooperate and provide assistance with any type of investigation regarding alleged civil, criminal or administrative misconduct, including cooperating in interviews, producing requested documents or other requests as appropriate.
20. If an employee is charged, arrested or convicted of any felony or misdemeanor (excluding parking tickets) and/or has a founded child or dependent adult abuse allegation⁹, the employee must inform his/her supervisor within 24 hours of that action. Convictions include any finding of guilt, including a plea of no contest, or imposition of a sentence. Appeals of convictions do not lessen an employee's responsibility to report such convictions. If the appointing authority determines the felony or misdemeanor conviction is correlated to the employee's job duties, the employee may be disciplined up to and including discharge.
21. Employees shall treat other employees, guests, visitors, and Department clients with dignity and respect.
22. Employees shall not mistreat, abuse, coerce, neglect or exploit employees, visitors or clients, whether verbally, physically, sexually or financially. When physical contact is a part of an employee's duties, each contact will be performed in a professional manner.
23. Abuse of an employee's position or authority by requesting, forcing or engaging clients, other employees or visitors in consensual or nonconsensual sexual relations or sexually-related activities including sexually suggestive remarks is considered serious misconduct and

shall result in disciplinary action up to and including discharge from employment and/or legal action against the employee. See also [DAS-HRE Handbook](#).

24. Employees are responsible for clients under their supervision. Any unauthorized absence of clients must be reported promptly to the employee's supervisor or other appropriate person. Employees have a responsibility to report any observation of inappropriate behavior, abuse or neglect of clients immediately to a supervisor. If an employee is defined as a caretaker under Iowa Code, he or she must comply with the requirements of Iowa's child and adult abuse requirements, including reporting of abuse.
25. Employees are expected to assist other employees, clients, visitors and the public in time of need and to respond appropriately to emergency situations.
26. Employees must not discriminate or retaliate against, or show favoritism toward any person. All harassment including, but not limited to, harassment based on sex, race, religion, age, national origin, disability, military/veteran status or organizational affiliation is prohibited. See also [DAS-HRE Handbook](#).
27. No alcoholic beverages will be consumed while on duty, or within an eight (8) hour period, prior to driving a state vehicle or a personal vehicle when the employee is engaged in state business. Employees shall not report to work in a condition to be unsafe to themselves, other employees, clients or to physical property; in a condition that renders the employee incapable of performing job responsibilities; or in a condition that creates an unfavorable public image. Such conditions include, but are not limited to, being under the influence of alcohol, narcotics, or other mood altering substances. See also Substance Abuse Policy at [DAS-HRE Handbook](#).
28. Employees required to take prescribed medication while at work, which may affect their ability to perform job duties or cause a medical reaction, must notify their supervisor.

Section D-2. Attendance and Punctuality

Each employee is expected to be on the job, on time, each scheduled workday and observe the time limits for meals and breaks. Each work unit has specific procedures for calling in when an employee is going to be absent. The employee is responsible for notifying the supervisor and requesting approval for an absence in accordance with the procedures for the employee's work unit or as directed by the supervisor. Excessive absenteeism and/or tardiness will not be tolerated. A continuing record of unsatisfactory attendance or lack of punctuality may result in discipline up to and including discharge. If an employee is absent for three consecutive working days without proper notification or authorization, the employee may be considered to have voluntarily terminated employment.

Section D-3. Time Sheets & Leave Requests

Time sheets must be a true and accurate report of the time worked and any leave time taken during a pay period. Both the employee and the supervisor shall certify to its accuracy each pay period.

Employees will not be paid for unauthorized leave. Employees must complete a leave request form and forward it to the supervisor. The request will be approved/denied and returned to the employee. The electronic template is available at DHS Outlook, Public Folders, All Public Folders, State Approved Forms, Administrative, "Application for Leave".

Section D-4. Reporting of Injuries

All injuries on the job (including travel on official business) shall be reported immediately to the supervisor, however slight the injury. The supervisor will report the injury to the DHS Human Resource Associate as soon as notification is received. The employee must file a First Report of Injury form within 24 hours. If the injury prevents the employee from filing the First Report of Injury, the supervisor will file it on the employee's behalf. The form is available from the supervisor or the link listed below. The supervisor will refer the employee to a medical provider or medical facility approved under the State's Worker Compensation program. Medical care, which is not directed by the employer, is unauthorized and will not be covered under workers compensation, and may not be covered by a personal insurance carrier. [First Report of Injury/Illness.](#)¹⁰

Section D-5. Visitors in the Workplace

Visitors brought into areas shall be supervised at a level that is necessary and sufficient to ensure the safety of the occupants and visitors. Visits should be limited to assure that the quality and quantity of work being carried out by all employees in the area are not compromised and that confidentiality of data is maintained.

Section D-6. Use of State/Department Property

Civic, fraternal, religious, employee, organized labor and other such groups/organizations may use some state facilities for meetings and other activities. Check with your supervisor to be sure such activity is permissible and that appropriate approvals are obtained before making commitments for group activities.

Section D-7. Confidentiality

The DHS employees may acquire or have access to information designated as proprietary and/or confidential, pursuant to state and federal law. This information may be available through automated systems, data matching agreements with other agencies, case files or court records. Violation of this work rule may result in removal of an employee's access to all confidential information. Questions or concerns regarding the disclosure of confidential information should be discussed with the supervisor. If there is any doubt or uncertainty regarding confidentiality and the disclosure of information, it should not be disclosed.

1. Employees shall not use, misuse, disclose, gain access to, or communicate confidential information to anyone or any organization that is not authorized to have access to this information.
2. Employees are bound by state and federal law regarding non-disclosure and confidentiality of state and federal data, programs and client protected health information. Employees are bound by these confidentiality requirements and non-disclosure provisions during and after their employment.
3. Employees are expected to treat all information and knowledge pertaining to clients of the Department, its employees or members of the public as confidential and to follow all established security procedures to maintain that confidentiality. When discussing cases and/or confidential information, employees shall take care that no unauthorized person can overhear or intercept the conversation. Pictures shall not be taken without consent.

4. Employees shall not browse, view or look at confidential information to which they have access, except for the specific purpose of performing their work responsibilities. If protected or confidential information is viewed or accessed in error, it must be reported to the employee's supervisor, in writing, by the end of the employee's shift.
5. Employees shall not violate confidentiality of protected health information. Protected health information is defined as "information that contains a person's medical information, including treatment and payment information, either past, present, or future". Employees are required to take the Department's HIPAA privacy and security training. More information regarding HIPAA may be found at:
http://www.dhs.state.ia.us/policyanalysis/PolicyManualPages/Manual_Documents/Master/1-c.pdf.
6. The DHS employees who have access to or may come into contact with federal tax information as a part of their job duties are required to review and sign an IRS Annual Confidentiality Certification Form upon request. It is the employee's responsibility to sign the form on an annual basis and forward it to the Human Resource Associate, for inclusion in the employee's personnel file. This form may be accessed through the following Outlook, Public Folders, All Public Folders, State Approved Forms, Administrative.

Section D-8. Conflicts of Interest and Outside Employment or Activity

1. Employees shall not engage in any outside employment or activity, which is in conflict with their official duties and responsibilities.
2. An employee must request and receive approval before taking an additional job including self-employment or outside activity.
3. An employee who already has outside employment/activity when he/she enters state employment or moves from one position to another must request and receive approval to continue the outside employment/activity.
4. Employees must submit requests for authorization to their supervisor using the *Request for Review of Conflict of Interest and Approval of Outside Employment/Activity* form (see Websites for short cut links). The DHS will independently review each situation and is under no obligation to approve any request.
5. Employees shall not engage in any outside employment or activity which uses the state's time, facilities, equipment, supplies, badge, uniform, prestige, influence of their job or could be subject to the regulatory authority of the agency.
6. Employees shall not give to or receive from a client, or on behalf of a client or friends/family of clients, any cash, gifts, articles, or services.
7. Where institutional clients make items specifically for sale to the public as part of the normal operation of the institution, employees may purchase those items. The employee's Appointing Authority must specifically approve such sale arrangements between an employee and the client.
8. Employees and their immediate family are prohibited from receiving gifts including food or drink, valued at more than \$3.00 from anyone trying to influence the employee because of the employee's job responsibilities. Honoraria and loans from lobbyists are also banned.

Employees with questions regarding conflicts of interest should contact their supervisor, refer to the [DAS-HRE Handbook](#) or refer to the Iowa Code section 68B.2A for guidance or clarification.

Section D-9. Responsible Use of Computing Capabilities

The DHS provides and maintains computing and telecommunication technologies to support the education, research and work of employees. The computing and telecommunications technologies provide many benefits, not only by linking the DHS computers to each other, but also by connecting the DHS with national and international computer networks. In order to preserve the integrity of the DHS and State of Iowa Internet system, the DHS policy defines responsible and ethical behavior for all users. Although access to information and information technology is essential to serve clients, use of the Internet and information systems is a revocable privilege. The DHS provided voicemail, e-mail and computers should only be used for DHS business or work related purposes. Management has the right of access to all work areas including computers, e-mail and other office technologies at any time. Employees given keys to locked work areas or passwords to computer data or information are hereby given notice that this action does not create an expectation of privacy.

1. Employees shall not sell access to the DHS computing resources.
2. Employees shall not utilize the system for commercial or personal activities. For limited exceptions with e-mail, see section D-10.
3. Employees shall not intentionally deny or interfere with service.
4. Employees shall not use or access the system for any purpose that is forbidden by any policy or law, specifically including the access and/or distribution of indecent, obscene or pornographic materials.
5. Employees shall not read or modify files without proper authorization.
6. Employees shall not use the technology to impersonate others.
7. Employees shall not use the system for chain letters or computer games.
8. Employees shall not allow anyone to use their account or password.
9. Employees shall not borrow other people's passwords or accounts.
10. Employees shall not use the DHS computing resources to violate other policies or laws including: copyright laws and licenses, harassment laws, or policies (see The Code of Iowa, Chapter 716A). Employees shall not use the DHS computing resources to launch viruses or fraudulent messages.
11. Employees shall not use the DHS and the State of Iowa computing resources for recreation or entertainment.

Employees should check with their supervisor on procedures, questions or additional rules that may apply.

Employees should have no anticipation of privacy with respect to the DHS and the State of Iowa provided voice mail, e-mail and computer based communications. Even when a message is erased, it may still be possible to retrieve it from a backup system. Therefore, employees should not rely on erasure of messages to guarantee that a message remains private. DHS reserves the right to listen to employee voice mail and read e-mail messages and to access employee

computer files to ensure compliance with these policies. This may be done without notice to any employee and in the employee's absence. The computer system can and is also used to support investigations into complaints that other policies or laws have been violated.

Violations of the Responsible Use of Computing policy may be reported by e-mail to: stopit@dhs.state.ia.us. A user's account may be disabled because of a suspected violation. <http://dhsintranet/enterprisepolicies/network/network.htm>

Section D-10. Department E-Mail Use

While the Department recognizes the need for occasional personal e-mail use, this should be kept to a minimum. Personal e-mails should be appropriate, necessary and not interfere with workflow.

Section D-11. Department Telephone Use

While the Department recognizes the need for occasional personal telephone calls, these calls should be kept to a minimum. Personal telephone calls should be absolutely necessary and not interfere with workflow. Personal long-distance calls must be charged to a third party or a non-state issued (personal) long-distance calling card.

Department issued ICN telephone credit cards are for department business purposes only. Personal calls using this credit card are prohibited. Employees shall not allow anyone else to use their credit card number.

Section D-12. Cellular Telephone Use

The Department does not encourage nor prohibit the use of personally owned cellular phones or pagers while an employee is at work and will not be held liable for any damage that may occur if an employee chooses to carry such a device while at work. The sound of cell phones and pagers ringing can be very disruptive. While it is recognized that on occasion an employee may need to make or receive personal calls while at work, these calls should be short in duration, infrequent and, when possible, made during breaks and lunch times. An employee should suggest to friends and family members that they not call employees at work unless an emergency arises.

1. Cellular phones do not provide secure lines for communication.
2. Recent research indicates that using a cellular telephone while driving a vehicle increases the chances of having an accident. Use of cellular telephones shall be avoided while driving.
3. Routine work-related use of a personally owned cellular phone should be pre-approved by the employee's appointing authority. DHS will not pay for basic service or accessories for a personally owned cellular telephone. When documented business use of a personally owned cellular telephone results in exceeding the amount of the "free minutes" within the basic package, reimbursement will be allowed for the amount of time equal to or less than the amount in excess of the free minutes.
4. Management may limit or restrict the use of cellular phones in work areas for the protection and safety of employees and clients. Management may also require an employee to discontinue the use of a cellular phone in the workplace if that usage is disruptive to the employee's work or to the work of other employees. An employee's supervisor can answer any questions regarding the use and/or prohibition of cellular phones.

Section D-13. Department Facsimile (FAX) and Copy Machines

DHS has facsimile and copy machines that are available to all DHS employees. Their use is, however, limited to official state business. Personal documents should only be transmitted or copied using the Department machines with prior supervisor approval. An employee should contact his or her supervisor on rates for personal use.

Section D-14. Mail, Packages and Letterhead

Letterhead, department envelopes, state postage and the state courier service are for state business only.

Section D-15. Use of State or Department Vehicles

State-owned vehicles and privately owned vehicles used on official state business should always be operated in accordance with the state motor vehicle code and Department of Administrative - General Service Enterprise (DAS-GSE) rules. State vehicles shall not be used for personal use.

Employees must possess a valid and current driver's license to use a state vehicle or to use their own personal vehicle for state business. Transporting clients or co-workers without a valid drivers license is prohibited. If involved in any motor vehicle collision while driving a state vehicle, whether damage occurs or not, an accident report must be completed. Supervisors can provide further guidance on state vehicle use.

Section D-16. Loss of License

If an employee's professional license or driver's license is suspended or revoked and such license is required for the performance of the employee's job duties, this may be cause for dismissal from the DHS. Employees must report loss of license to their supervisor before the end of the business day following the day the license is lost. Employees shall not drive a state vehicle or a personally owned vehicle for state business once a license is suspended or revoked.

Section D-17. Dress Code

You are to be neat, well groomed, and professional in appearances while at work and to comply with all dress and appearance policies. All employees are expected to present themselves in a manner that will enhance the accomplishment of the Department's mission. Employees may be required to wear full or partial uniforms for safety, recognition or authority purposes. A uniform, which is recognizable by insignia or design as belonging to the Department or its institutions, and is a factor in the efficient and effective performance of duties, cannot be worn away from the work setting outside of working hours except for travel to and from work.

In all cases, the supervisor or Appointing Authority will determine appropriate attire. However, the following modes of dress are considered inappropriate in all work situations and environments and are prohibited by this policy:

1. Bare footedness;
2. Skin-tight athletic apparel, "muscle," tube, or halter tops without a covering garment;
3. See-through clothing without proper covering garments worn over or under;
4. Clothing not in good repair; and
5. Clothing depicting profanity or racist or sexist pictures, slogans or phrases.

Section D-18. Drug-Free Workplace

The use or possession of illegal drugs as well as the abuse of alcohol and other intoxicants creates a serious threat to the health and wellbeing of the user and in some instances to fellow employees and private citizens. The Department of Human Services has a responsibility to provide a work environment free of drugs and alcohol, and employees have the right to perform their duties with co-workers not impaired by drugs and alcohol. All Department employees are herein notified that the unlawful possession, use, distribution, manufacture or dispensing of illicit drugs and alcohol, including controlled substances, is prohibited on the Department's premises, in its activities, either in the workplace, or in such places and at such times that could have an adverse effect on the employee's work performance or behavior, or interfere with the rights and privileges of co-workers or the public. See Addendum #2, Executive Order Number 38, and Addendum #3, State of Iowa Substance Abuse Policy for Executive Branch Employees. See also the [DAS-HRE Handbook](#).

Section D-19. Violence-Free Workplace

The Department recognizes that violence at work can seriously affect employee work performance and morale. Threats, intimidation, harassment, or acts of violence will not be tolerated. All employees are expected to treat each other with courtesy, dignity, and respect. The Department is committed to a violence-free workplace, and its goal is to prevent violence in the workplace. The Department therefore wishes to make clear that it considers acts and threats of violence to constitute serious violations of Department and State policy. The Department will take appropriate measures to address behaviors that threaten or endanger the health, safety, or well being of employees, clients or visitors. See Addendum #4, Executive Order Number 57, and Addendum #5, State of Iowa Violence-Free Workplace Policy for Executive Branch Employees. See also [DAS-HRE Handbook](#).

Section D-20. Weapons

No Department employee shall carry or possess weapons including but not limited to firearms while on duty. Personal weapons are not permitted on Department or State property or in vehicles parked on Department or State property. See Addendum #4, Executive Order Number 57, and Addendum #5, State of Iowa Violence-Free Workplace Policy for Executive Branch Employees. See also [DAS-HRE Handbook](#).

Section D-21. Equal Opportunity, Affirmative Action, and Anti-Discrimination

It is the policy of the Department to provide equal treatment in employment and provision of services to applicants, employees and clients without regard to race, color, national origin, sex, religion, age, disability or veteran status. The Department provides equal opportunity in recruitment, hiring, training, promotion, transfer, compensation, and all other terms and conditions of employment. See Addendum #6, Executive Order Number 18, and Addendum #7, State of Iowa Equal Opportunity, Affirmative Action, and Anti-Discrimination Policy for Executive Branch Employees. See also the [DAS-HRE Handbook](#), and Iowa Department of Human Services, Title 21 Personnel Management, Chapter A, Equal Employment Opportunity/Affirmative Action, http://www.dhs.state.ia.us/dhs2005/dhs_homepage/docs/equal_opportunity.pdf

For more information or to file a complaint, contact:

Human Resource Bureau

Iowa Department of Human Services (DHS)
Hoover State Office Building, 1st Floor
1305 East Walnut Street
Des Moines, IA 50319-0114
515-281-7064
inclusion@dhs.state.ia.us

Iowa Department of Administrative Services-Human Resources Enterprise (DAS-HRE)
Hoover State Office Building, A Level
1305 East Walnut Street
Des Moines, IA 50319
515-281-3087
dashre.info@iowa.gov

Section D-22. Performance Reviews

Each supervisor shall conduct a fair and impartial performance evaluation with his or her subordinate employees at least annually. A probationary employee will be given a performance evaluation, prior to the completion of the employee's probationary period (six months). The performance evaluation will be done in the manner prescribed by the DHS. Supervisors shall forward the original evaluation to the DHS Human Resource Associate for inclusion in personnel files.

Section D-23. Reproduction of Copyrighted Materials

The reproduction of copyrighted materials is prohibited unless permission is granted from the holder of the copyright. Without the express permission of the copyright holder, the Department of Administrative Services, Centralized Printing, will not reproduce any materials that are copyrighted.

In order to have copyright protected material reproduced by Centralized Printing, the employee requesting the printing must provide proof of permission to make copies from the copyright holder.

Section D-24. Exit Interview

An exit interview may be held with departing employees. The exit interview is designed to obtain an employee's candid views in order to enhance customer service and to improve the DHS work environment. A two-week written notice of resignation is expected from an employee who chooses to voluntarily terminate employment.

Section D-25. Political Activity

All employees have the right to express their opinions as individuals on political issues and candidates. Iowa law, however, prohibits employees from using public resources for political purposes. Such expressions may be either verbal or demonstrated in the form of buttons, bumper stickers on personal vehicles, badges or pins.

An employee's right to express opinions on political matters in this form or manner will not be restrained while the employee is on duty unless:

1. The expression violates the law; or

2. The display of such items would cause or constitute a real and present safety risk or would interfere with the efficient performance of official duties; or
3. The employee has substantial contact with the public and the level of trust and confidence associated with his/her position is perceived to be such that political expressions in any form, while on duty, might influence the public.

All employees are prohibited from:

1. Using the influence of their positions, public property or supplies to secure contributions or to influence an election for any political party or any person seeking political office.
2. Soliciting or receiving anything of value in excess of the limits in Iowa Code Section 68B.5 as a political contribution or subterfuge for a contribution from any other person for any political party or any person seeking political office during scheduled working hours, while on duty, when using state equipment or on state property.
3. Promising or using influence to secure public employment or other benefits financed by public funds as a reward for political activity.
4. Discriminating in favor of, or against, any employees or applicants due to their political contributions or permitted political activities.

Section D-26. Open Meetings

Certain meetings must be held as open meetings under Iowa's Open Meetings Law identified in Chapter 21 of the Iowa Code. The Open Meeting Law includes providing public notice in advance of a meeting. Additional information could be obtained from a supervisor or the DHS Public Information Officer.

Section D-27. Internship Program

The State of Iowa Internship Program is designed to offer college students an opportunity to gain work experience in state government. This program is administered by DAS-HRE. Internships may be compensated or non-compensated depending on fiscal considerations. The supervisor is responsible for the daily supervision of such intern. Interns are expected to fully abide with all laws, rules, policies and regulations while serving their internship with DHS. A supervisor may provide employees with additional information.

Section D-28. Volunteers

Volunteering is one of the most self-fulfilling activities in our society, one that has always been a historical American tradition. DHS recognizes the value of volunteer service. Volunteers may be retained (without compensation) to work within DHS. Each appointing authority is responsible for the use, recruitment, interviewing, screening, orientation, training, supervision, recognition, and record keeping for volunteers within their respective division. All volunteers are expected to abide with all laws, rules and regulations, especially those dealing with confidentiality while serving as DHS volunteers.

Volunteers are entitled to liability protection on the same basis as state employees under Iowa Code, however, volunteers are not provided with insurance coverage, such as; health, accident, dental, and automobile. Volunteers are also not eligible for worker's compensation¹¹.

Section D-29. Legislative Contacts (as a DHS employee)

It is the policy of DHS to ensure that employees, in the conduct of official state business, represent the official position of the Department when having contact with legislators and their staff.

An employee should forward a note concerning a Legislative contact to his or her Supervisor, Division Administrator, Service Area Manager or Institution Superintendent, DHS Legislative Liaison, Public Information Officer, Deputy Director and Director.

If an employee is contacted with questions and the answer can be given briefly, an employee may provide the answer immediately. If the answer requires an extensive answer or written reply, the employee will prepare the response and forward it to the Department Legislative Liaison for review. The Legislative Liaison will ensure the response is sent out.

Prior to initiating a contact with a legislator or member of their staff in the conduct of official state business, an employee must contact the Department's Legislative Liaison to discuss the official department position on the issue.

Legislative or Congressional staff includes caucus staff, secretaries to legislators, legislative service or fiscal staff, or any other person calling on behalf of a state legislator or member of Congress.

Section D-30. Legislative Contacts (as a private citizen)

As a citizen of Iowa, employees have the right to visit with or otherwise petition legislators and Congressional representatives regarding matters of interest to the employee. Employees must indicate they are speaking as a private citizen and not as a spokesperson for the Department. If an employee wishes to lobby an individual viewpoint in the Capitol during office hours, the employee must request leave time and register with the Chief Clerk of the House and the Secretary of the Senate.

Section D-31. Media Contacts (as a DHS employee)

Because the operations of the DHS generally are matters of public record, it is the policy of the Department to provide access to all records in its possession except those that are confidential as defined by law. Implementation of this policy is the responsibility of the Public Information Officer (PIO) in cooperation with the Division Administrators, Service Area Managers, Institution Superintendents and Deputy Directors.

Employees should answer requests for routine information. If an employee needs time to gather the information requested, the employee should inform the caller of the best estimate of how long it will take, and when the information will be provided. If the questions become more difficult to answer or are beyond the scope of an employee's knowledge or responsibility, the employee should write down the questions and tell the caller that he/she will have the proper person return the call. Consult with the proper person as soon as practical and relay the request. The DHS policy is to respond to media requests promptly but under no circumstances will the agency sacrifice accuracy in the name of speed. Employees should contact the PIO immediately if contacted about:

1. The agency's official position on a subject, or a complex policy issue.
2. A topic that requires more than routine research.

3. A request for information that by law is confidential.
4. A request for information under Freedom of Information laws.

The PIO may request assistance in the preparation of materials as the result of a media inquiry. If the employee is the best source of information on the subject, the PIO may request that the employee contact the reporter. Employees who are the best source of information but who are uncomfortable talking to the media should brief the PIO on how to respond.

All requests by media representatives to see records or documents in the possession of the Department shall be accommodated as far as practical and as allowed by statute. The PIO should be informed if the employee is unable to fulfill the request in a timely manner. The media representatives should be advised prior to the collection of information of any charges associated with assembling and/or photocopying records or documents, pursuant to the Department's policy on photocopying.

Employees are encouraged to contact the PIO with ideas for public dissemination of department policies or initiatives, including the publication of materials to the Department's web site. Employees also may ask the PIO for assistance in preparing for interviews and speeches. After any contact with a media representative, the employee should inform his or her supervisor and the PIO of the conversation and any answers provided by email. This information is used by the PIO to track media interest in topics, to assist reporters in preparing their stories, and to give courtesy notices to policy makers.

Section D-32. Media Contacts (as a private citizen)

If a reporter asks an employee an opinion about something, the employee may give it. When giving an opinion, employees must clearly state that they are providing personal views and not necessarily those of the Department. Employees do not need to notify anyone at the Department about opinions provided to the media as a private citizen.

Section D-33. Telephone Tree

Employees are required to provide a telephone number where they can be reached after normal working hours for emergency notifications (e.g., disaster response, severe weather and emergency closings). Supervisors will maintain a telephone tree depicting each employee's contact number. A copy of the telephone tree should be provided to the Human Resource Bureau on an annual basis. The telephone tree is used in conjunction with the DHS Emergency Procedure Handbook.

These work rules constitute the general work rules applicable to employees of The Department of Human Services. Additional work rules may be promulgated which concern only individual positions, classification and/or work units when such rules are required by the nature of the work performed. Other rules are provided by statute, by Iowa Code, and by administrative procedures established by management to meet specific conditions. Violation of these rules may result in progressive discipline up to and including discharge.

State of Iowa Employee Handbook (DAS-HRE Handbook)

The Iowa Department of Administrative Services-Human Resource Enterprise (DAS-HRE) handbook referred to in this section may be downloaded from the Department of Administrative Services' web site at the following address: [DAS-HRE Handbook](#).



State of Iowa

Executive Department

IN THE NAME AND BY THE AUTHORITY OF THE STATE OF IOWA

EXECUTIVE ORDER NUMBER 38

- WHEREAS,** employees of the State of Iowa are a most valuable resource to the citizens they serve and the State as an employer; and
- WHEREAS,** the use of illegal drugs or abuse of controlled substances or alcohol in the workplace is detrimental to the State's employees; and
- WHEREAS,** employees have the right to work in a drug-free environment and to work with persons free from the effects of drugs and alcohol; and
- WHEREAS,** drug and alcohol abuse in the workplace interferes with and reduces the operational efficiency of state government and undermines the public's trust in its functions; and
- WHEREAS,** the State of Iowa is committed to maintaining a workplace free from the influences of drugs and alcohol.
- NOW, THEREFORE,** I, Terry E. Branstad, Governor of the State of Iowa, by virtue of the authority vested in me by the laws and Constitution of the State of Iowa and in support of our continuing efforts to ensure a drug-free workplace for all employees of the State of Iowa, do hereby order and institute the following policy regarding substance abuse and the unlawful possession of controlled substances on the employer's premises:
- I. Employees are expected and required to report to work on time and in appropriate mental and physical condition for work. It is the State of Iowa's intent and obligation to provide a drug-free work environment.
 - II. The unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance on the employer's premises or while conducting the employer's business is absolutely prohibited. Violations of this policy will result in disciplinary action, up to and including termination, and may have legal consequences.

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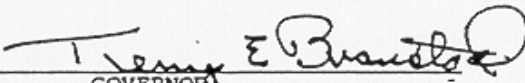
EXECUTIVE ORDER NUMBER 38 (continued)

- 2 -


- III. The State recognizes drug and alcohol dependency as illnesses and a major health problem. The State also recognizes drug and alcohol abuse as a potential health, safety and security problem. Employees needing help in dealing with such problems are encouraged to use our employee assistance program. Conscientious efforts to seek such help will not jeopardize an employee's job.
- IV. In order to comply with the Drug Free Workplace Act of 1988, employees are required to report any conviction under a criminal drug statute for violations occurring on the employer's premises or off the employer's premises while conducting state business. A report of a conviction must be made to the employee's supervisor or other appropriate official within five (5) days after the conviction.
- V. Compliance with the terms and reporting requirements of this policy is required as a condition of employment for all employees.



IN TESTIMONY WHEREOF, I have hereunto subscribed my name and caused the Great Seal of the State of Iowa to be affixed. Done at Des Moines this 17th day of March in the year of our Lord one thousand nine hundred and eighty-nine.


GOVERNOR

ATTEST:


SECRETARY OF STATE

State of Iowa Substance Abuse Policy For Executive Branch Employees

Notification and Effective Date

All executive branch employees (herein "employees") are required to read this revised Substance Abuse Policy and will be expected to sign an Acknowledgment indicating that the Policy was read and fully understood by the employee. This revised Policy shall become effective on December 13, 1999.

Prohibited Activities

Employees who conduct state business under the influence of alcohol or an unauthorized controlled substance (herein "controlled substance") present a threat to the health, safety, and welfare of their own persons, their fellow employees, and the public at large. The State of Iowa is committed to ensuring that its employees remain free from the effects of alcohol or controlled substances while conducting state business. Therefore, employees are prohibited from:

1. Possessing, consuming, purchasing/selling, or manufacturing alcoholic beverages or controlled substances, while they are conducting state business or are on state property;
2. Reporting to work for the State of Iowa under the influence of an alcoholic beverage or a controlled substance;
3. The unauthorized use or abuse of a prescription medication while they are conducting state business or are on state property; and
4. Driving a state vehicle or a personal vehicle when the employee is engaged in state business, within an eight (8) hour period after consuming an alcoholic beverage, using a controlled substance, or engaging in the unauthorized use/abuse of a prescription medication.

Absent mitigating circumstances, an employee's involvement in one or more of the prohibited acts listed above may result in summary discharge. "Summary discharge" shall mean a discharge from employment with the State of Iowa after the state substantiates the alleged offense through a fair and thorough investigation. It is unnecessary for the State of Iowa to implement other forms of discipline (e.g. verbal warnings, reprimands, or suspensions) before issuing a summary discharge.

Other Activities Involving Substance Abuse Warranting Reprimand, Suspension, or Termination

Absent mitigating circumstances, any of the following shall result in a reprimand, suspension, or a summary discharge:

1. The suspension or revocation of an employee's driver's license, chauffeur's license, or commercial driver's license, if an employee's job duties require the employee to possess the license, and the loss of his/her driving privileges results in the employee's failure to meet the minimum qualifications for his/her job.
2. The employee engages in off-duty misconduct that either: (1) impairs the employee's ability to perform his/her job function; (2) substantially effects the public's perception of the employee's ability to perform his/her job function; or (3) causes substantial damage to the reputation of the employer. The employee may be subject to reprimand, suspension, or termination even if no arrest or conviction results from the off-duty misconduct.

3. The employee reports to work displaying symptoms that the employee has consumed an alcoholic beverage or a controlled substance.
4. The employee demonstrates below standard job performance or on-the-job misconduct, including, but not limited to, excessive absenteeism or tardiness.

Iowa Employee Assistance Program

The State of Iowa recognizes that a dependency on alcohol or a controlled substance is a treatable illness. Such dependencies can cause major health, safety, and security problems for the employee, fellow employees, and the public at large. Employees who need assistance to address these problems are encouraged to take advantage of the confidential Iowa Employee Assistance Program (IEAP). For IEAP information, call 244-6090 from Des Moines or 1-800-EAP-IOWA (327-4692) from elsewhere in Iowa.



State of Iowa

Executive Department

IN THE NAME AND BY THE AUTHORITY OF THE STATE OF IOWA

EXECUTIVE ORDER NUMBER 57

- WHEREAS,** employees of the State of Iowa are a valuable resource to the citizens they serve and the State as an employer; and
- WHEREAS,** the State of Iowa recognizes that violence at work can seriously affect employee work performance and morale; and
- WHEREAS,** employees have the right to work in an environment free from threats, intimidation, harassment, and acts of violence; and
- WHEREAS,** the State of Iowa is committed to maintaining a violence-free workplace.

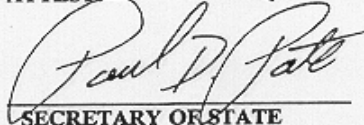
NOW, THEREFORE, I, Terry E. Branstad, Governor of the State of Iowa, by the virtue of the authority vested in me by the Laws and Constitution of the State of Iowa, and in support of our continuing efforts to maintain a violence-free workplace, do hereby order the following:

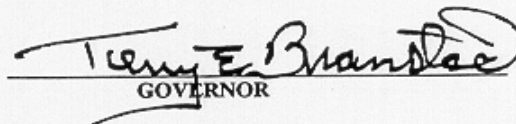
- I. The Iowa Department of Personnel shall develop a policy for all executive branch employees that will assist in preventing the potential for violence in the workplace, reducing the negative consequences for employees who experience or encounter violence, and maintaining a work environment of respect and positive conflict resolution.
- II. The Iowa Department of Personnel shall offer training to executive branch managers, supervisors, and employees, focusing on prevention of workplace violence, reporting threats of violence, and conflict resolution.
- III. The Iowa Department of Personnel shall establish a Threat Assessment Team to assist departments in the prevention, investigation, and resolution of threats and other acts of violence.

IN TESTIMONY WHEREOF, I have hereunto subscribed my name and caused the Great Seal of the State of Iowa to be affixed. Done at Des Moines this 28th day of June in the year of our Lord one thousand nine hundred and ninety-six.



ATTEST:


SECRETARY OF STATE


GOVERNOR

State of Iowa Violence-Free Workplace Policy For Executive Branch Employees

Definitions

Violence is any act which is intended to intimidate, annoy, or alarm another person; or any act which is intended to cause pain or injury to, or which is intended to result in physical or personal contact which will be insulting or offensive to another, coupled with the apparent ability to execute the act. (Iowa Code sections 708.1 and 708.7)

A dangerous weapon is any instrument or device designed primarily for use in inflicting death or injury upon a human being or animal, and which is capable of inflicting death or injury upon a human being when used in the manner for which it was designed. Additionally, any instrument or device of any sort whatsoever which is actually used in such a manner as to indicate that the individual intends to inflict death or injury upon the other, and which, when so used, is capable of inflicting death upon a human being, is a dangerous weapon. Dangerous weapons include, but are not limited to, any offensive weapon, pistol, revolver, or other firearm, dagger, razor, stiletto, switchblade knife, or knife having a blade exceeding five inches in length. (Iowa Code section 702.7)

Personal contact means an encounter in which two or more persons are in visual or physical proximity to each other. Personal contact does not require a physical touching or oral communication, although it may include these types of contacts. (Iowa Code section 708.7)

Policy Statement

The State of Iowa recognizes that violence at work can seriously affect employee work performance and morale. Threats, intimidation, harassment, or acts of violence will not be tolerated. The State of Iowa further establishes, as its vision, that all of its officials, managers, supervisors, and employees will treat each other with courtesy, dignity, and respect. The State of Iowa is committed to a violence-free workplace, and its goal is to prevent violence in the workplace.

Accordingly, the State of Iowa is committed to:

1. Preventing the potential for violence in the work environment.
2. Reducing the negative consequences for employees who experience or encounter violence.
3. Maintaining a work environment of respect and positive conflict resolution.

Prohibitions

1. Employees are prohibited from the possession, sale, transfer, or use of any dangerous weapon while engaged in state business, or on state property or the employer's premises.

This prohibition shall not include peace officers and other state employees who have been issued professional weapons permits by the Commissioner of the Department of Public Safety for use by these employees when acting under the authority of their department. Further, this policy is not intended to restrict employees who live in state owned housing from the legal possession of weapons in their homes, if allowed by the appointing authority. This policy is not intended to restrict state employees from

engaging in legal hunting and recreational activities on state owned property during off-duty hours.

2. Employees are prohibited from engaging in harassment of another employee, supervisor, manager, vendor, customer, or client in accordance with the State of Iowa's Equal Employment Opportunity, Affirmative Action, and Anti-Discrimination Policy.
3. Employees are prohibited from making threatening or intimidating statements or engaging in threatening or intimidating behavior directed to another employee, supervisor, manager, vendor, customer, or client.
4. Employees are prohibited from communicating with another employee, supervisor, manager, vendor, customer, or client by telephone, electronic means, or in writing without legitimate purpose or in any manner likely to cause the other person annoyance or harm. (Iowa Code section 708.7)
5. Employees are prohibited from purposefully and without legitimate purpose, having personal contact with another employee, supervisor, manager, vendor, customer, or client with the intent to threaten, intimidate, or alarm the other person.

Affirmative Duties

1. An employee who is the victim of workplace violence shall report the incident immediately in accordance with the procedures established by this policy.
2. An employee witnessing workplace violence or the potential for such violence directed at another person or property of the state shall report such incidents in accordance with the procedures established by this policy.
3. When applicable, state officials and employees shall cooperate fully with all appropriate individuals in the investigation and prosecution of criminal acts, this policy, and the pursuit of any civil remedies in order to create and maintain a violence-free workplace.

Reporting Procedures

Any employee who has been the victim of workplace violence, or who has a concern about potential workplace violence within the context of this policy, is directed to bring the matter to the attention of his or her supervisor, or the appointing authority or his or her designee, in accordance with the Department's established complaint procedure. If the concern or complaint involves the employee's direct supervisor, the employee may go to the next higher supervisor with the concern or complaint or, in the alternative, to the DAS-HRE. All complaints will be promptly investigated by the appointing authority or the DAS-HRE.

In the event of a situation requiring immediate intervention by law enforcement personnel, the appropriate law enforcement agency should be contacted immediately.

Remedies for Violations of Policy

Corrective action will be taken to remedy violations of this policy when warranted, up to and including the discharge of parties whose conduct violates this policy.

Any manager or supervisor who fails to properly act upon employee complaints or on personal knowledge of conduct in violation of this policy shall be subject to disciplinary action up to and including discharge.

A copy of all complaints received and their resolution shall be forwarded to the Director of the DAS-HRE within ten (10) working days after receipt of a complaint and ten (10) working days after resolution of the complaint. Interim reports will be provided as requested.

August 1, 1996

Contact numbers outside the Department:

Department of Administrative Services 515-281-3351

AFSCME¹² Local 515-246-1517

Contact number within the Department of Human Services:

DHS Human Resources Bureau 515-281-7064



IN THE NAME AND BY THE AUTHORITY OF THE STATE OF IOWA
IN THE NAME AND BY THE AUTHORITY OF THE STATE OF IOWA

EXECUTIVE ORDER NUMBER EIGHTEEN

- WHEREAS, Iowa Code § 19B.2 states that "it is the policy of this state to provide equal employment opportunity within state government to all persons;" and
- WHEREAS, Executive Order Number Seven was issued on September 14, 1999 to memorialize the philosophy of this administration that discrimination against any executive branch applicant or employee by executive branch personnel, for any reason, will not be tolerated; and
- WHEREAS, Through court order, Executive Order Number Seven has been declared to be null and void, and of no effect; and
- WHEREAS, as the Chief Executive Magistrate for the State of Iowa, I intend to implement the state's equal employment opportunity policy, within state government, to the fullest extent allowable under state law; and
- WHEREAS, the Iowa Department of Personnel is the central agency responsible for state personnel management, including oversight of the state's merit employment policy, as well as its equal opportunity, affirmative action and workforce diversity efforts throughout state government; and
- WHEREAS, state law establishes the Equal Opportunity in Employment Task Force created pursuant to executive order, or its successor; and
- WHEREAS, this administration will remain committed to the full implementation of the state's equal employment opportunity, affirmative action, and workforce diversity programs by ensuring that this policy is followed by each agency within the executive branch.

NOW, THEREFORE, I, THOMAS J. VILSACK, Governor of the State of Iowa, by the power vested in me under the laws and the constitution of the State of Iowa do hereby order that:

- I. Executive Order Number Seven, issued on September 14, 1999, shall be rescinded. In its place, this Executive Order Number EIGHTEEN, shall be enacted and followed by all state agencies within the executive branch of government to the fullest extent allowable under the law.
- II. I reaffirm the policy of the State of Iowa to provide equal opportunity in state employment to all persons. The director of each state agency within the executive branch of government will be responsible for assisting with the implementation of this policy, along with the other provisions outlined in this Order to the fullest extent allowable under the law. Annually, as part of the report mandated by Chapter 19B.5, the director of the Iowa Department of Personnel shall submit a report to this office describing any observations made by the department regarding the implementation of this policy by executive branch agencies.
- III. I reaffirm the policy of the State of Iowa to effectively administer affirmative action and workforce diversity programs within state government. The state's affirmative action programs shall have as its purpose to remedy any past or present discriminatory practices to the fullest extent allowable under the law. The state's workforce diversity program shall identify and seek to dismantle all policies, practices, or other barriers that limit the effective recruitment, employment, appointment, assignment, or advancement of all persons who are otherwise qualified to serve within the executive branch of state

government. The state's diversity program shall be implemented to the fullest extent allowable under the law.

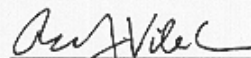
- IV. I direct the Iowa Department of Personnel to create and administer the state's workforce diversity program. The workforce diversity program shall promote a work environment that values the contribution that each employee can make and creates an inclusive work environment where awareness of, and respect for, those employee differences are promoted. Further, the workforce diversity program shall be managed in a manner that contributes to the business objectives of the state. The director shall report the progress of the state's workforce diversity program to this office in its annual report to this office.
- V. The Task Force for Equal Opportunity in Employment shall be created pursuant to Iowa Code § 19A.1(3). The task force will be established to: (a) advise the department of personnel as it identifies problems that may impede the state's progress toward the full utilization of state residents and the diversification of the state's workforce; (b) monitor the state's progress toward achieving its affirmative action goals; and (c) make recommendations to the Governor on initiatives that are designed to help the state meet its equal opportunity, workforce diversity, and affirmative action goals.
- VI. Members on the Task Force for Equal Opportunity in Employment shall be appointed by the Governor.
- VII. The Lieutenant Governor, or Governor's designee, shall chair the Task Force for Equal Opportunity in Employment. The task force will be charged with the tasks listed below.
 - A. The task force shall design a system to advise the department of personnel as it identifies problems that may limit equal employment opportunities or workforce diversity within state government.
 - B. The task force shall design a system to monitor the state's progress toward achieving its affirmative action goals.
 - C. The task force shall prepare a comprehensive report on the status of the state's equal opportunity, affirmative action, and diversity policies, for review by the Governor by April 30, 2001. The report shall contain the recommendations of the task force for reassessing the state's equal opportunity and affirmative action policies in light of current legal and demographic trends. The report shall assess the following items:
 - 1. the employment rates and patterns for people within state government over the past fifteen years;
 - 2. specific barriers that may limit employment and promotion opportunities within state government for all persons;
 - 3. the success of equal opportunity and affirmative action policies previously implemented by the state;
 - 4. the status of state and federal equal employment and affirmative action laws;
 - 5. the likelihood that the state's equal opportunity affirmative action and diversity policies, on their own, can assure the full utilization of all persons within state government.

The comprehensive report may include any additional information that the task force deems to be important and relevant.

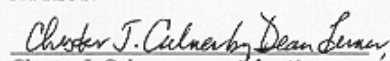
- VIII. The task force shall hold regular meetings at a centralized location.
- IX. The Iowa Department of Personnel shall provide staff support to the task force, as needed, to enable the task force to fulfill its responsibilities.



IN TESTIMONY WHEREOF, I have hereunto subscribed my name and caused the Great Seal of Iowa to be affixed. Done in Des Moines, Iowa, this 28th day of March in the year of our Lord Two Thousand One.


Thomas J. Vilsack
Governor

ATTEST:


Chester J. Culver
Secretary of State

**State of Iowa Equal Opportunity, Affirmative Action,
and Anti-Discrimination Policy For Executive Branch Employees**

Notification and Effective Date

All executive branch employees (herein “employees”) will be required to read this Equal Opportunity, Affirmative Action and Anti-Discrimination Policy, and will be expected to sign an Acknowledgment indicating that the Policy was read and fully understood by the employee. This revised Policy shall become effective November 1, 2001.

General Statement of Policy

It is the policy of the executive branch of state government in the State of Iowa to provide equal access to all employees and applicants for employment. The intent of this policy is to ensure that employment opportunities, within the executive branch of state government in the State of Iowa, are accessible to all persons, and that executive branch agencies do not discriminate against any person because of race, creed, color, religion, sex, national origin, age, or physical or mental disability.

It is also the policy of the executive branch of state government in the State of Iowa to apply affirmative action measures to correct deficiencies in the state employment system whenever remedy measures are appropriate. This policy shall be construed broadly to effectuate its purpose. However, the remedies employed are only appropriate when consistent with state and federal statutes.

Sexual Harassment

Sexual harassment is a violation of both federal and state statute. Harassment on the basis of sex is a violation of Section 703 Title VII of the Civil Rights Act of 1964 (42 U.S.C. Sec. 2000e et seq.) as amended. "Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment, (2) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual, or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment."

Within Iowa Code section 19B.12, "sexual harassment means persistent, repetitive, or highly egregious conduct directed at a specific individual or group of individuals that a reasonable person would interpret as intentional harassment of a sexual nature, taking into consideration the full context in which the conduct occurs, which conduct threatens to impair the ability of a person to perform the duties of employment, or otherwise function normally within an institution responsible for the person's care, rehabilitation, education, or training."

Examples of sexual harassment include, but are not limited to:

1. Unwelcome sexual advances.
2. Gender-based animosity (hostile conduct based on the victim's gender).
3. Requesting or offering sexual favors in return for job benefits.

4. Actions that are sexual in nature such as cornering, patting, pinching, touching or brushing against another person's body.
5. Open speculation or inquiries about another person's sex life.
6. Jokes, remarks, or innuendo that are sexual in nature about another person, or about men or women in general.
7. Displaying sexually explicit material in the workplace.
8. Conditioning work benefits on submission to sexual advances, tolerance of a sexually hostile work environment, or giving preferential treatment because of another person's submission to sexual advances, or tolerance of a sexually hostile work environment.

Sexual harassment can take place between any two (2) or more state employees, regardless of gender or non-employees, with respect to sexual harassment of state employees in the workplace.

Discriminatory Harassment in Violation of Iowa Code Chapter 216 and Federal Statutes

Harassment of employees based upon their race, creed, color, religion, sex, national origin, age, or physical or mental disability is a violation of the Iowa Civil Rights Act (Iowa Code chapter 216, as amended); Title VII of the Civil Rights Act of 1964, as amended; the Age Discrimination in Employment Act of 1978, as amended; and the Americans with Disabilities Act of 1990.

Examples of discriminatory harassment include, but are not limited to:

1. Abusing the dignity of an employee through insulting or degrading remarks or conduct.
2. Threats, demands, or suggestions that an employee's work status is contingent upon.
3. Subjecting an employee to demeaning or degrading activities in order to gain co-worker acceptance, e.g., hazing.
4. Disciplining or terminating an employee because of work incompatibility that is caused by prohibited discrimination, harassment, or biased behavior.

Discriminatory Practices in Violation of Executive Order Number Eighteen

Discriminatory practices within the executive branch of state government for the State of Iowa shall constitute a violation of Executive Order Number Eighteen. It shall be a discriminatory practice to refuse to hire, accept, register, classify, refer for employment, or to discharge or otherwise discriminate against any applicant or employee because of the race, creed, color, religion, gender, national origin, age, or physical or mental disability of such applicant or employee, unless based upon the nature of the occupation.

If a person with a disability is qualified to perform a particular occupation, by reason of training or experience, the nature of that occupation shall not constitute the basis for an exception to the unfair or discriminatory practices prohibited by this policy and state law.

Examples of discriminatory practices under this section include, but are not limited to:

1. Refusing to employ, disciplining, or terminating an individual for discriminatory reasons, or
2. Limiting, segregating, or classifying an employee in any way that would unjustly deprive, tend to deprive that person of employment opportunities, or otherwise affect the employment status of an employee for any reason that violates this section.

Grievance Procedure

Any person who feels that he or she has been denied an employment opportunity because of race, creed, color, religion, sex, national origin, age, or physical or mental disability has the right and is encouraged, to file a complaint with the person's department, pursuant to the department's grievance procedure. A person may also file a complaint with the Iowa Civil Rights Commission or the appropriate federal enforcement agency.

There shall be no discrimination or retaliation against an individual who files a complaint alleging discriminatory harassment, or who aids another individual in filing a complaint alleging discriminatory harassment. An employee who has reason to believe that he or she has been retaliated against because of participation in an investigation of discriminatory harassment may also file a charge with the DAS-HRE, the Iowa Civil Rights Commission, or the U.S. Equal Employment Opportunity Commission, whichever is appropriate.

Any person who believes that she or he has been the victim of discrimination under this section, or who has a concern about potential violations of this section, is directed to bring the matter to the attention of his or her immediate supervisor, appointing authority, or their designees, in accordance with the Department's established grievance procedure. If the concern or complaint involves the employee's immediate supervisor, the employee is encouraged to file the concern or complaint with the next highest supervisor, or, in the alternative, to the Director of the DAS-HRE.

Department Directors and Agency Heads are responsible for the enforcement of this section. The Director for the DAS-HRE shall assist departments and agencies with this responsibility. When applicable, state officials and employees shall cooperate fully with all appropriate individuals in the investigation of violations of this policy in order to create and maintain a workplace free from discrimination or discriminatory harassment.

The appointing authority shall promptly investigate all complaints. Each agency shall take final agency action in response to a complaint. The DAS-HRE shall have the authority to conduct an investigation of practices prohibited under this policy when the Director has determined that the investigation is necessary and consistent with the intent of this policy. If the complaint involves allegations of systematic discrimination, the DAS-HRE may investigate the complaint, or supervise the investigation conducted by the agency implicated.

Corrective action shall be taken immediately to remedy violations of this policy, whenever warranted, up to and including the discharge of parties whose conduct violates this policy. A manager or supervisor who fails to properly act upon complaints or who has personal knowledge of a violation of this policy and fails to take appropriate action shall be subject to disciplinary action up to and including discharge.

A copy of any complaint received, and its resolution shall be forwarded to the Director of the Department of Personnel within ten working days after receipt of the complaint. Interim reports will be provided to the Director of the DAS-HRE, as requested.

A person, other than a state employee, who is the victim of discrimination prohibited under this policy, shall report the incident immediately to the Department Director of the agency affected, or the Director of the DAS-HRE.

Assignment of Responsibilities

Department Directors have the responsibility for the overall administration of this policy. This includes the responsibility for the following:

Equal Opportunity: Integrating equal opportunity into all parts of human resource and program management, reviewing all policies and procedures as they affect equal opportunity and ensuring compliance with relevant statutes.

Affirmative Action: Implementing an internal system for auditing and remedying disparities and underutilization in the workforce, and annually reporting the effectiveness of affirmative action efforts to the Director of the DAS-HRE.

Prevention of Harassment: Making every reasonable effort to prevent all forms of harassment from occurring and taking immediate and appropriate corrective action when harassment is brought to their attention, either directly or indirectly.

Any administrator, supervisor, or employee who engages in any form of discrimination or harassment prohibited by this policy or who retaliates against an individual who has complained of discrimination or harassment will be subject to disciplinary action up to and including discharge. Also, any administrator or supervisor who fails to act upon complaints of or on personal knowledge of workplace discrimination or harassment will be subject to disciplinary action up to and including discharge.

Training

As a preventative measure, Department Directors and their employees shall attend training offered through the DAS-HRE intended to sensitize and inform them concerning the elimination of discrimination and harassment in the workplace. This training shall include, but is not limited to, equal opportunity, affirmative action, diversity, and prevention of discrimination/harassment.

Posting

This policy shall be posted in conspicuous places throughout each of the executive branch agencies of Iowa State government, included in employee handbooks, distributed to all agency employees, chairpersons of department advisory and policy-making groups, and agency-specific recruiting sources, vendors, and contractors.

State of Iowa Equal Opportunity, Affirmative Action and Anti-Discrimination Policy

November 1, 2001

Thomas J. Vilsack
GOVERNOR

Sally J. Pederson
LT. GOVERNOR



December 6, 2001

MEMORANDUM

TO: Department Directors and Elected Officials

FR: Mollie Anderson
Director

RE: Severe Weather/Emergency Evacuation Policy

The State of Iowa, as an employer, has a vested interest in the safety and well being of all its employees and the provision of services to the citizens of Iowa. Essential services to the public will be maintained during periods of severe weather and emergency evacuations. The following policy is adopted concerning periods of severe weather or when a State facility is closed due to emergency conditions. This policy supersedes all other policies previously issued and is effective December 6, 2001.

The State of Iowa Severe Weather/Emergency Evacuation Policy is as follows:

It is the Governor's philosophy that severe weather will not result in the closing of state facilities. However, situations do arise that pose a risk to the health and safety of public employees and therefore the following procedures are in effect to ensure the orderly closing or evacuation of state buildings:

Severe Weather Provisions

When the proper authorities declare a severe weather condition, employees will not be required to report to work. Also, if an employee, using reasonable judgment, believes that travel would jeopardize his or her individual health and safety, that employee will not be required to report to work. Under both such conditions, employees may use accrued annual leave (vacation), compensatory time previously accrued, or leave without pay for such absences.

Individual supervisors will make every attempt to allow employees, at the employees' discretion, to work at an alternate work site or make up missed time during the pay week for any absences caused by severe weather conditions. Therefore, employees must provide their employing departments with a phone number or contact through which they can be reached during severe weather so that work assignments can be communicated.

Whenever possible during a declared severe weather emergency, employees reporting to the regular work location will be allowed to work the normal work schedule. Employees reporting to work during a declared severe weather situation shall be subject to the following conditions:

- If the employee reports to work within one-half (½) hour of the regularly scheduled reporting time, the employee will be assumed to have reported on time.

Grimes Building 400 East 14th Street Des Moines, Iowa 50319-0150
Phone: 515-281-3087 info@idop.state.ia.us Fax: 515-242-6450 www.state.ia.us/idop

- If the employee reports after one-half (½) hour of the regularly scheduled reporting time, the employee shall be credited with working the first one-half (½) hour of the work day and, in addition, paid for all hours actually worked on that day.

Emergency Evacuation Provisions

An emergency evacuation should only be mandated when the condition of a State facility is such that it would be a health or safety concern for employees assigned to that facility. An emergency condition exists when the facility is unsafe for normal business operations due to an environmental hazard, a structural failure, or a mechanical condition that would threaten the health and safety of employees assigned to that facility. Proper management authority, after consultation with the Department of General Services, the Office of Emergency Management, the Department of Public Health, the Department of Public Safety, and/or the Department of Personnel, will make the determination of whether an immediate health or safety concern exists.

If a facility is subject to an emergency closing, affected employees will remain in pay status for all scheduled work hours. Employees will not be required to utilize paid accrued annual or compensatory leave, nor shall employees be subject to leave without pay. Management will attempt to assign work that can be performed away from the normal work site to affected employees or direct employees to an alternate work location on a temporary or permanent basis. As such, employees must provide managers and supervisors with a telephone number at which an employee can be reached during normal work hours. This will allow the employer to direct the employee to an alternate work site or provide work assignments throughout the period of emergency closing.

A severe weather declaration coupled with a short term closing of offices is not an emergency closing for the purposes of this policy. However, if a severe weather condition results in an environmental, structural, or mechanical failure at a facility, that facility may be subject to closure. In such situations it is the effect of the weather event that results in the emergency closing, not the merely the weather condition itself.

Additional Considerations

It is the Governor's philosophy that there must be plans in place to ensure that state government can operate under exceptional circumstances. Therefore, executive branch departments must develop plans to ensure staffing and provision of essential services to the public during severe weather or emergency closings. Such plans should be disseminated to all employees and must include the following information:

1. List of all employees
2. Phone numbers/contact information for all employees (phone tree)
3. Establishment of chain of command
4. Location to meet in the event of an emergency closing during work hours
5. Procedure for accounting for all employees after an evacuation
6. Designation of Emergency Coordinator(s)
7. Procedure for identifying and evacuating employees who need assistance (see below)
8. Appropriate alternate work locations
9. Equipment necessary to work from an alternate location
10. Essential information on heat, lights, etc.
11. Evacuation maps/assignment of escape routes for employees
12. Procedures for employees to shut down critical systems

- Shut down computers
 - Turn off lights
 - Forward voice mail
13. Preferred means for reporting fires and other emergencies
 14. If possible, designation of a first aid person and alternate
 15. Designation of employees with responsibilities during an emergency

The Office of the Governor will determine when a severe weather or emergency condition exists for all State buildings on the Capitol Complex. Department Directors, or their designees, will determine when a severe weather or emergency condition exists for State facilities outside the Capitol Complex.

Federal discrimination laws allow employers to obtain and appropriately use information necessary to develop a comprehensive emergency evacuation plan. Thus, employers may ask employees to self-identify whether they would require assistance because of a disability or a medical condition. All employees should be asked whether they would require assistance, not just those with obvious disabilities. Furthermore, the employer should not assume that a person with an obvious disability would need assistance in evacuating. Therefore, a form is provided with this policy to allow employees to self-identify their needs during an emergency evacuation. This form should be immediately distributed to all employees, regardless of whether they have an obvious disability. This form should also be made available to all new employees upon hire and should remain readily available to all employees in the event they do develop a condition that would require them to have assistance during an evacuation.

C: Personnel Officers
 Management Liaisons
 Personnel Assistants
 Department of Personnel Management Team
 Department of Personnel Labor Relations & Legal Services Team

**Acknowledgement of Receipt of
Iowa Department of Human Services Employee Handbook**

I hereby acknowledge that I have received and read a copy of the Department of Human Services' Employee Handbook. I further agree that:

1. Additional information and policies may be implemented from time to time, and I will be required to read and understand them.
2. The employee handbook is not an employment agreement or guarantee of employment of any length or duration.
3. I acknowledge that I was given an opportunity to ask questions about the content of this Employee Handbook and failure to comply with any of the provisions may result in discipline up to and including discharge.
4. There have been no statements, agreements, promises, representations or understandings made to me that are inconsistent with this acknowledgement form.
5. My signature of acknowledgement on this form does not constitute in any way a contract of employment.

Employee's Name (Print)

Employee's Signature

Date

Supervisor's Name (Print)

Supervisor's Signature

Date

(Original Acknowledgement is placed in the employee's permanent personnel file.)

Corrections and Updates to the Iowa Department of Human Services Employee Handbook

-
- ¹ Updated 1/29/08 Corrected and updated hyperlinks.
 - ² Updated 1/2/09 Corrected name of Director
 - ³ Updated 3/22/07 Corrected name of Governor and Lt. Governor
 - ⁴ Updated 3/22/07 Corrected name of Governor and Lt. Governor
 - ⁵ Updated 3/22/07 Corrected the line of reporting for the division of Mental Health & Disability Services
 - ⁶ Updated 7/19/07 Corrected the name of the form
 - ⁷ Updated 3/22/07 Corrected to address questions regarding qualification for Catastrophic Leave (“who have exhausted there own sick leave and vacation accumulations because of a catastrophic illness” to “who have exhausted their own appropriate leave”)
 - ⁸ Updated 3/22/07 Correct the title of Part D to match table of contents (“Standard of Conduct and Work Rules” changed to “Employee Responsibilities and Work Rules”)
 - ⁹ Updated 10/2008 to reflect that employees are required to notify management of founded Child Abuse and Dependent Adult Abuse allegations
 - ¹⁰ Updated 7/19/07 Corrected the hyperlink
 - ¹¹ Updated 7/19/07 Corrected to address questions regarding insurance and worker’s compensation coverage for volunteers
 - ¹² Updated 3/22/07 Correct typo (“AFSMCE” to “AFSCME”)